Information
Into Strategy

ATTACHMENT TO THE LABOUR MARKET FOR SOCIAL ASSISTANCE CLIENTS WITH DISABILITIES

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Prepared For:
Saskatchewan Office of Disability Issues,
Saskatchewan Department of Social Services, and
Human Resources Development Canada

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EXECUTIVE SUMMARY

Purpose of the study

The Department of Social Services, the Office of Disability Issues, and Human Resources Development Canada are investigating current levels and types of support (health, counselling, training, etc.), as well as perceived barriers to employment. Identifying these supports and barriers is a first step in finding new options for helping social assistance (SA) clients with disabilities gain and maintain employment.

This research provides empirical support for program and policy design in relation to persons on SA with disabilities. It will examine:

- the characteristics and backgrounds of SA clients with disabilities who are between the ages of 18 and 55 years of age, have at least a Grade 10 education, and are receiving provincial SA
- the extent to which current non-participation in the labour force results from a disability
- the interventions that respond to disability-related and non-disability-related barriers
- the services required by SA clients with disabilities that may result in attachment to the labour force
- policies/programs/incentives to encourage employers to hire and maintain SA clients with disabilities.

Methodology

The methodology consists of the following five data collection and analysis activities (a separate methodology report provides further detail):

- document, database, and administrative file review
- key informant, stakeholder, and employment agency interviews
- survey of 1,754 SA clients – with and without disabilities
- 1,148 respondents have a Grade 10 education or higher
- employer survey
- case studies.

Synopsis of the Client Survey (1,148 respondents have a Grade 10 education or higher)

Demographics

Compared to SA clients without disabilities, those with disabilities tend to:

- be older (most are between 35 and 49)
- be less likely to be Aboriginal
- be more likely to be single without dependent children
- be female
- have low-incomes (less than $10,000 per year)
- rely on SA as their main source of income
- have a lower educational level (one-third report less than a Grade 12 education, compared to one-quarter of SA clients in general).

Nature of the disability – self-reported disabilities:

- Nearly three in ten respondents reported having difficulty hearing, seeing, communicating, walking, climbing stairs, or doing similar activities of daily living.
- About one in five said that they have difficulties remembering or learning things, or have an emotional, developmental, or psychiatric disorder.
- About 6% stated they had a "severe limitation" at home or in school. Between one-quarter and one-fifth said that they were somewhat limited at these places.
- About 13% stated they were very limited at work, and a quarter reported being somewhat limited. Most who say they are very limited say they cannot work.
- Hearing, sight, and speech disabilities/conditions are more likely to have been a condition either since birth or during one's youth, while more than six in ten developed problems with mobility, flexibility, and pain after the age of 25.
- A majority (54%) of clients with disabilities have both physical and mental disabilities.

Of those with a disability:

- About one-quarter have a hearing disability or visual impairment (3% are legally blind). Some 15% have a speaking disability.
- Half said they have trouble walking, and 3% cannot walk at all. Half also have a flexibility/agility problem.
- Most reported that they suffer chronic pain.
- One-quarter reported a learning disability; almost 30% reported confusion or memory problems; and 6% stated they have an intellectual disability.
- Finally, about four in ten respondents with a disability reported emotional, psychological, or psychiatric problems.

Synopsis of the Client Survey (continued)

Employment issues for disabled persons:

- Nearly one-quarter of SA clients with disabilities have not worked in the last five years, compared to one-tenth of SA clients without disabilities.
- Three-quarters of SA clients with disabilities have had a job in the past at any time, compared to 90% of SA clients without disabilities.
- SA clients with disabilities tended to leave work for health or disability reasons.

Barriers to employment:

- The most common barriers reported by clients with disabilities are lack of work, poor training, and inadequate health coverage (as the individual leaves SA).
- Other barriers include poor transportation, lack of support for physical condition, and loss of total financial benefits upon leaving SA (welfare wall).
- About thirty-one percent (31%) reported family responsibilities as a barrier.
- One in five worries about workplace discrimination, and 14% fear isolation.
- Clients without disabilities shared these concerns, but to a much lesser degree.

Workplace programs/policies:

- Between 30 and 40% of SA clients with disabilities require modified duties or altered hours to be able to work.
- A similar number said they need special transportation, and 10% need designated parking close to the place of work.
- Between 8% and 13% require modified/accessible washrooms or modified work stations (handrails, ramps, etc.).

*** Note: Appendix H presents results of all survey respondents (n=1,754).**

Synopsis of 9 case studies

The case study participants face significant challenges:

- Most have life challenges that go beyond their disabilities. These include family dysfunction (parental alcoholism, mental illness, and/or domestic violence, death of a parent while the participant was a child).
- Most also have multiple disabilities (one reported seven types of disabilities).
- Finding suitable employment with employers who are willing to assist with necessary accommodations is a challenge for these individuals.

The work experience reported by most participants was either low-skill or manual labour, and only two participants had worked in skilled or management-level jobs. Almost all of the participants either want work or expressed willingness to participate in training. Most also reported facing barriers and discrimination and believe that people either do not understand their situation or think they are faking it.

Note: One case study respondent did not sigh-off on the case study summary and therefore is not included in this report. PRA returns summaries to respondents to ensure they are comfortable sharing their stories.

Synopsis of employers survey (298 respondents)

Key findings from the employer survey are as follows:

- One in five employers has past experiences hiring persons with disabilities. More employers reported having jobs that persons with speech, hearing, and mobility disabilities could do. Fewer employers believed they have jobs that can be done by someone with non-visible disabilities (learning, intellectual, mental health). Fewer than 1 in 10 employers identified jobs that could be done by someone who has limited or no use or their arms and/or hands, or someone who is blind or visually impaired.
- Employers are most likely to accommodate employees with disabilities by providing flexible schedules, physical accommodations, or job redesign. Employers are not very likely to provide human supports, technical aids, or communication services.
- Financial incentives slightly increase the likelihood that an employer will provide supports and most reported that they are *not very likely* to provide human support, change the job location, retrain or reassign other employees, or provide communication services.
- Financial incentives (wage subsidies, financial assistance for providing technical aids, education and training, and tax incentives) received more support compared to other kinds of assistance. Post-hiring programs received a lukewarm response.
- Respondents believe that government and non-community-based organizations should provide financial supports for employers. Community-based organizations should provide informational/educational support.
- Many advantages to hiring persons with disabilities are seen by employers, especially the idea that it is important for their workforce to reflect society.
- Concerns exist that persons with disabilities would be more limited in the jobs they could do and would be more challenging to supervise. Some also expressed concern that the worker with a disability would not match the performance of his or her co-workers.

When asked to give other comments, employers expressed concerns that persons with disabilities would not have the capacity to do the necessary work, especially physical labour. Another often-mentioned issue was the employer's capacity to absorb workers with disabilities—a small workforce appears to challenge management to accommodate the special needs of workers with a disability.

As this research shows, SA clients with disabilities present a range of challenges to overcome. While some SA clients with disabilities are job-ready and require relatively little or no support, others would require jobs specifically tailored to their needs. Understanding the specific nature of a person's disability is paramount when designing supports/accommodations to meet these needs, as there is no generic solution. Providing more supports in the workplace or in training may be effective solutions, but they may also add cost.

This research also shows that employers can be encouraged to increase their commitment to hiring more persons with disabilities. A significant issue is that many employers have a small workforce and have a limited capacity to make adjustments to meet the needs of those with disabilities.

1.0 Introduction

1.1 Overview

This research provides empirical support for program and policy design in relation to social assistance (SA) clients with disabilities. Two main goals exist:

- to determine how programs/policies for SA clients with disabilities can be more effectively delivered to help them gain and maintain attachment to the labour force
- to develop options for delivering programs/services[1] that support employment access and integration into the mainstream outside the SA framework.

This research attempts to contribute to the Canadian disabilities literature and policy formation by presenting a clearer picture of the type and degree of disabilities of those on SA, and of the role of disability in preventing labour force attachment.

The specific research questions that apply to SA clients and employers are:

Client questions

- What are the characteristics (including the nature and extent of disability) of SA clients with a Grade 10 or better education who are classified as having a disability?
- To what extent are these characteristics similar or different from those SA clients who are not classified as having a disability?

Employer questions

- To what extent are employers willing to hire persons with a disability?

[1] Programs/services include financial assistance and services that support those in work or training (e.g., counselling, mentoring, providing assistance to employers).

- To what extent would assistance from either government or community-based organizations increase employers' willingness to hire SA clients with disabilities?
- What are employers' conceptions and misconceptions about SA clients with disabilities in the labour force?
- What are employers' concerns about hiring SA clients with disabilities?

1.2 Research/Policy context

In 1998, representatives from federal, provincial, and territorial governments outlined their commitment to making disability issues a joint priority as part of social policy renewal. They began with the principle that many SA clients with disabilities see themselves as independent and capable of participating in the labour force.

As indicated in the Request for Proposals (RFP), three principles guide the process of increasing access to the labour market for SA clients with disabilities:

- SA clients with disabilities have the right and the responsibility to participate in the social life of their communities and in the labour market to the extent of their abilities.
- Disability supports that respond to the impact rather than the presence of disability can most effectively meet individuals' needs.
- Government has a role in assisting individuals to meet the extraordinary costs of disability.

As part of this research, the Department of Social Services, the Office of Disability Issues, and Human Resources Development Canada are investigating current levels and types of support (health, counselling, training, etc.), as well as perceived barriers to employment. Identifying these supports and barriers is a first step in finding new options for helping SA clients with disabilities gain and maintain employment.

1.3 Disincentives of leaving SA

The transition from SA to independence is a difficult one for many SA clients. To become independent, SA clients must be able to maintain sufficient employment income to compensate for their loss of their basic income benefit (covering housing, transportation, groceries, etc.) and other cash/in-kind benefits for which they may be eligible (e.g., health care, child care subsidy). The income threshold to achieve "independence" is commonly called a "welfare wall" and is defined by the net amount of income a person would lose by accepting a low-wage job.[2]

SA clients with a disability face two types of barriers to gaining independence through work. First, their disabilities may pose an obvious limitation to the nature of work they may secure. Second, those on SA who have a disability receive a basic benefit, as well as additional income designed to provide for services and facilities needed to manage their disability.

- For example, SA clients with disabilities receive a $40/month disability allowance, along with an additional $20/month travel allowance to help with the extra costs experienced by those with a disability.

- SA clients with disabilities also often receive a higher shelter allowance. The higher shelter allowance is not automatic but is determined by an employability assessment. Under this assessment, individuals who are not fully employable qualify for a higher shelter allowance.

- SA clients with disabilities are also typically eligible for supplementary health coverage and additional coverage for prescription drugs, as well as a variety of special allowances for equipment and service expenses.

A more complete description of the SA benefits for clients with and without disabilities is in Appendix G.

The Department of Social Services estimates that a person requiring attendant care would need almost $1,900 per month in net earnings to be as well off working as on SA. This is illustrated in the chart below.

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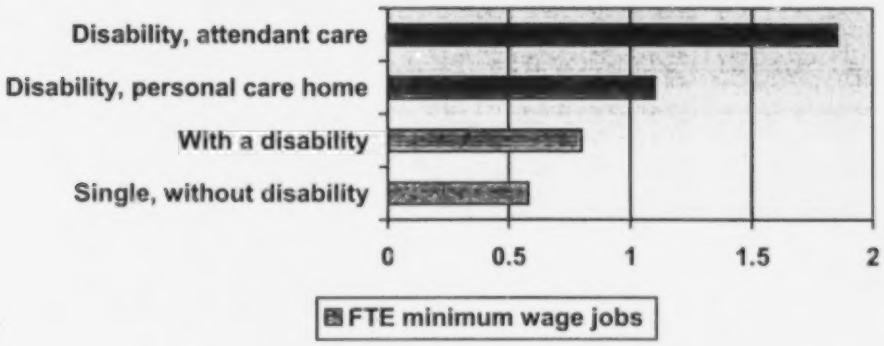
[2] It is important to stress that the welfare wall reflects a rational comparison of the alternative of working and not working for as much or more disposable income.

Welfare, Wages and Disability



Aside from the purely monetary aspect, working may increase self-worth, promote an attachment to the community, and develop one's skills. It is conceivable that some are willing to earn less than they could on SA for the psychological benefit of being independent.

A core question that this research seeks to illuminate is whether programs and policies can be developed to address the additional costs imposed by disability separate from the income support needed for basic living. In other words, if policies or programs to address an SA client's disability were "decoupled" from the income support, one might be able to lower the welfare wall for clients with a disability and thereby increase the incentives to work. Also, what programs and policies could be useful in enabling SA clients with disabilities who are unlikely to become fully independent to combine some work with their SA support?

1.4 Responding to the research framework: information requirements for the study

As indicated in the terms of reference for this study, the research will examine:

- the characteristics and background of SA clients with disabilities who are between the ages of 18 and 55 years of age, have at least a Grade 10 education, and are receiving provincial SA
- the extent to which current non-participation in the labour force results from a disability

- the interventions that respond to disability-related and non-disability-related barriers
- the services required by SA clients with disabilities that may result in attachment to the labour force
- policies/programs/incentives to encourage employers to hire and maintain SA clients with disabilities.

1.5 Overview of the report

Section	
2	**Methodology** describes the sampling, weighting, and key questionnaire elements for the study.
3	**Survey of Clients** provides a profile of SA recipients who participated in the survey, including demographic characteristics, a profile of disabilities and physical supports required, and sources of income. Section 3 also compares the educational and employment characteristics of SA clients with disabilities to those without. We also compare barriers to employment and supports required.
4	**Severity of the disability** is a core concept in determining whether an SA client can work. This is discussed in Section 4.
5	**Case studies** offer personal accounts of the difficulties and barriers faced by nine individuals with disabilities.
6	**The employer survey** offers this group's perceptions, including willingness to hire SA clients with disabilities, willingness to provide workplace support, and general perception of SA clients with disabilities.
7	**Interviews with the staff and stakeholders** involved in employment agencies are found in this section.
8	**Concluding observations**
	Various appendices offer supporting information.

2.0 Methodology

This research used five data collection and analysis activities. A separate methodology report provides further detail.

- ***Document, database, and administrative file review:*** This consisted of a review of SA and Workers' Compensation Board (WCB) database. The review of program documents provided the context and background for the research. Of particular use were the Statistics Canada Surveys – Health and Activity Limitations Survey (HALS)/Participation and Activity Limitations Survey (PALS).

- ***Key informant, stakeholder, and employment agency interviews:*** Prairie Research Associates (PRA) Inc. conducted interviews with 30 key informants, stakeholders, and employment agencies, including 14 representatives from community-based organizations, six from Canada-Saskatchewan Career and Employment Services (CSCES), six from post-secondary educational institutions, and four from government.

- ***Survey of SA clients – with and without disabilities:*** This involved telephone survey of 1,754 SA recipients preceded by letter notification of the intent of the survey. Recipients were free to refuse to participate and were informed that this would not affect their rights to benefits.

- ***Employers survey:*** A mailed survey of 600 employers achieved an almost 50% response rate (298 returned questionnaires).

- ***Case studies:*** This involved the collection of detailed information on the barriers encountered by nine clients.

2.1 Selected issues in the survey of SA clients

The survey of SA clients is the core element of the methodology. Several important issues exist in questionnaire content and sampling.

2.1.1 Questionnaire

Defining disability is a central problem for the research. We have two ways of describing the disability of survey respondents. First, we can use the disability "flag" that exists in the database. Second, we collect self-reported disability from respondents to the survey.

The 1991 HALS and the 2001 PALS serve as the foundation for the questionnaire.[3] These Statistics Canada questionnaires use well-validated questions to identify the number and degree of disabilities reported by the respondent. Statistics Canada administers HALS and PALS through telephone interviews.

Following the lead of HALS/PALS, the client survey collects information on type(s) of disability, technical aids and services used/required, the ability to undertake regular daily activities (grooming, dressing, personal hygiene, etc.), education and employment profiles, transportation needs, accommodation needs, recreation/lifestyle profiles, and economic characteristics. The questionnaire incorporates approximately one-third of the PALS disability screening questions to identify the degree of disability experienced by the respondent. It provides more detail on the duration and cause of specific disabilities, compared to PALS, which uses a summary approach that captures this information on only the two most prominent disabilities.

2.1.2 Sampling issues

In consultation with Social Services staff, the client survey was developed to focus on a subset of the SA population. The research proceeded in two stages of sampling:

- The initial sample included those with the less significant barriers to work, namely those with at least a Grade 10 education who are under the age of 55. Due to this education limitation and because we interview only SA clients, this sample is neither directly comparable to the HALS population nor does it represent the SA population.

[3] The HALS and PALS questionnaires are similar in content. We patterned much of the questionnaire after the PALS survey, but many of the items are very similar or identical to the questions that appear in the HALS questionnaire.

- Social Services later elected to expand this analysis by including an additional sample of 600 SA recipients who either had no education code or are coded in the SA database as having less than a Grade 10 education.

We have combined the two samples and weighted the final data to produce a sample that represents the database population. The results for those clients with Grade 10 or better are presented in the main report. The results for all clients under age 55 are reported in Appendix H.

To summarize, the survey sample includes two groups of SA recipients: those with a Social Services disability "flag" in their file (control group), indicating that they require additional income support to accommodate their disability, and those without a disability flag (comparison group). It also includes a self-reported disability status that, as we show below, needs not conform to whether or not the respondent has a disability "flag" on his or her file.

Two important issues need to be addressed with respect to the sample – weight and response analysis as shown by the call record of the telephone survey.

Weighting the data

Early in the field operations, it became evident that the Social Services disability flag did not indicate disability as reported by respondents. About 4 in 10 clients that had no disability flag on the database reported disabilities. Because we sampled only a small number of clients without disabilities, these people came to be under-represented in the analysis. As a result, we weighted the survey data against the disability flag to better represent the relative populations of clients with and without disabilities contained in the Saskatchewan Social Services database. To compile this table, we grouped each entry by case number and considered the entry with highest education code. Table 1 shows the relationship between disability flag and education.

Table 1: Database statistics

	Less than Grade 10/no education code	Grade 10 or higher education code	Total
	n	n	n
Disabled flag	5,375	5,107 (13.2%)	10,482
No disabled flag	18,477	33,696 (86.8%)	52,173
Total	23,852	38,803 (100.%)	62,655

Source: Saskatchewan Social Services Database

This report presents the results of the sample of SA clients with an education of Grade 10 or higher. The weighting scheme is straightforward. The database contains 38,804 clients with an education of at least Grade 10. Of these, 5,108 have a disability flag while 33,696 do not. We weight so that our sample reflects these proportions. Specifically, as shown in Table 2, after weighting, 13.2% of sample respondents have a disability flag, while 86.8 % do not. Since we originally over-sampled clients with a disability flag, these responses now account for only a fraction of their original numbers. On the other hand, the relatively few clients without a disability flag now form the majority.

Table 2: Composition of recovered sample

Database flag	Raw (n=1,148)		Weight	Weighted (n=1,148)	
Disability	775	68%	0.19502	151	13%
No disability	373	32%	2.67189	997	87%

Source: Survey of Clients

We asked both those with and without a disability flag the same questions, including the disability screeners, as we suspected that some persons from the comparison group (i.e., no disability flag) have disabilities and some with a recorded disability may report no disability. As shown in Table 3, the survey data indicates that 43% of those without a disability flag have a disability. At the same time, 7% of those who are coded with a disability in the Social Assistance Participants (SAP) database report no long-term disabilities. This may indicate that these people were on short-term disability and that their condition has been resolved. It also may reveal errors in the database.

Table 3: Comparison of disability status
(SA clients with Grade 10 education or higher, weighted)

SA database	Self-report	
	No disability	Disability
Control (disability)	7%	93%
Comparison (no disability)	57%	43%

Note: Totals may not sum to 100% due to rounding.

Recall that the comparison group (clients without a disability flag) is weighted to account for much more than their original numbers. As a result, the clients who do not have a disability flag, but self-report a disability, become much more prominent. Overall, clients

with self-reported disabilities now account for approximately one-half of the sample.

Table 4: Composition of recovered sample, by self-report disability status

	No disability			Disability		
Database flag	**Raw**	**Weight**	**Weighted**	**Raw**	**Weight**	**Weighted**
No disability	211	2.67189	564	162	2.67189	433
Disability	59	0.19502	12	716	0.19502	140
Total	270		576	878		573

Weighted data present challenges for interpretation and presentation, especially when the weighting scheme is as dramatic as the one applied to this data. "Portions" of a respondent may result from weighting data. For instance, 3 of 10 respondents may be reported as 32% because 3.2 respondents are actually represented in the weighted. Consequently, totals may not sum, and some rounding errors may be apparent.

Call record: response analysis

As outlined in Table 5 below, of the 4,268 phone numbers attempted, 706 (17%) were no longer in service, 326 (8%) had respondents that could not be reached at this number, and there was no answer at 308 numbers after numerous attempts (7%). These three factors eliminated 31% of numbers provided by Social Services.[4] Of those respondents contacted, the refusal rate was 52%, with just under half agreeing to the survey. The overall response rate was 35% (1,204 completes/3,488 eligible numbers).

[4] These are clients to whom PRA had sent a letter.

Table 5: Call record for Saskatchewan Social Services Client Survey May/June 2001		
Outcome	Overall	
	n	%
A. Total numbers attempted	4,268	100%
1. Not in service	706	17%
2. Fax	44	1%
3. Business	30	1%
Remaining	3,488	82%
B. Total eligible numbers	3,488	100%
4. Busy (repeatedly)	8	<1%
5. Answering machines (repeatedly)	168	5%
6. No answer (repeatedly)	308	9%
7/8. Language/illness/incapability	154	4%
9. Selected/eligible respondent not at this number/not at any number/not known by anyone at this address	326	9%
Remaining	2,524	72%
C. Total asked to participate	2,524	100%
10. Household refusal	923	37%
11. Respondent refusal	308	12%
12. Qualified respondent break off	75	3%
Remaining	1,218	48%
D. Co-operative contacts	1,218	100%
13. Disqualified	14	1%
E. Completed interviews	1,204	99%
Refusal rate = (10+11+12)/C	1,306/2,524	52%
Overall response rate (D/B)	1,218/3,488	35%
Final qualified response rate (E/B)	1,204/3,488	35%

The refusal of 52% is typical of survey research and is somewhat better than cold calls used in the market research.

2.1.3 Defining disability and severity

The 1991 HALS survey rated disability severity on a three-point scale – mild, moderate, and severe. The scale derives from a composite score of 23 questions related to specific disabilities;

those that create "a lot of difficulty" are assigned two points per question, while those that create "some difficulty" score one point.

The advantage of the scale is that it includes all types of disabilities when building the indicator. However, an important problem is that it is biased toward disabilities recorded with multiple items. For example, HALS uses six items to capture mobility disabilities. A respondent scoring *a lot of difficulty* on each item gets 12 points. Even a respondent with *some difficulty* receives 6 points. If a respondent does not have a mobility disability but has a disability covered by only a couple of questions (e.g., a visual disability), they will rate lower on the overall scale. For example, if a person is blind but has no other disability, their overall rating may be "moderate" as they do not score points for many of the questions. Therefore, the HALS scale could lead to under-rating those who have one very severe disability, and those with emotional/psychological/intellectual disabilities for which fewer questions are asked.

The scale is also based on self-report data, reflecting one's own perception of his or her disability. As such, a person who may "appear" to have a serious disability (i.e., a person in a wheelchair) may not see himself or herself as "very limited" and may report relatively few limitations.

Statistics Canada plans a new approach for the upcoming PALS survey, but this has yet to be finalized. To facilitate consistent comparisons, this study uses a severity scale patterned on the HALS model, while acknowledging the limitations described above. For a full description of how the severity scale was constructed, see Appendix B.

3.0 Profile of SA clients

This section profiles SA clients with at least a Grade 10 education, and compares the demographic and socio-economic characteristics of those with and without disabilities as defined by the Statistics Canada self-report criteria. All data are weighted, and for this reason, some totals may not sum.

3.1 Demographic characteristics

This section presents two views of clients – a description based on the database and a description based on the client survey.

3.1.1 Attributes from the database

Saskatchewan Social Services provided a database of clients that have had SA involvement in the last two years. Because some cycling is possible (e.g., more than one intervention during this period), we grouped clients by their case numbers and considered only the most recent entry for our analysis. In addition, we counted any client with both disability and non-disability status as having disability.

Most Social Services clients are singles or single parents. Clients with a disability are more likely to be single and without children (71.8%).

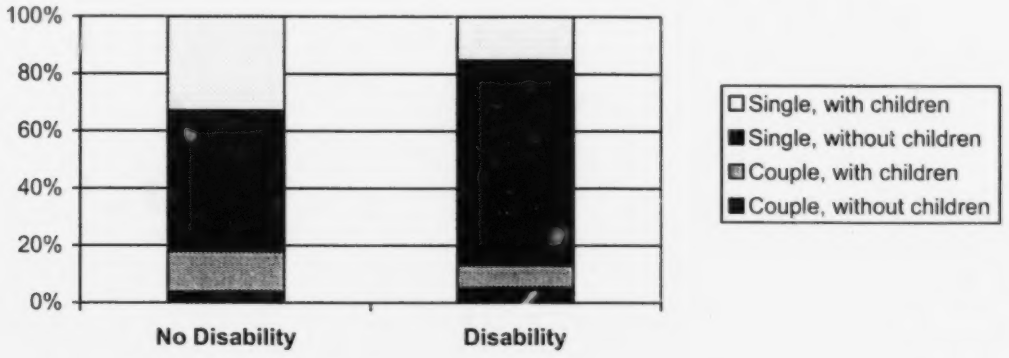


Figure 1

Table 6: Family status				
	No disability		Disability	
	n	%	n	%
Couple, without children	2,018	3.9%	556	5.3%
Couple, with children	7,307	14.0%	819	7.8%
Single, without children	25,764	49.4%	7,522	71.8%
Single, with children	17,084	32.7%	1,585	15.1%
Total	52,173	100.0%	10,482	100.0%
Source: Saskatchewan Social Services Database, any involvement in the last two years.				

Similar proportions of men and women exist in both disabled and non-disabled client groups, although those with a disability are slightly more likely to be male or have no record of their gender (Table 7).

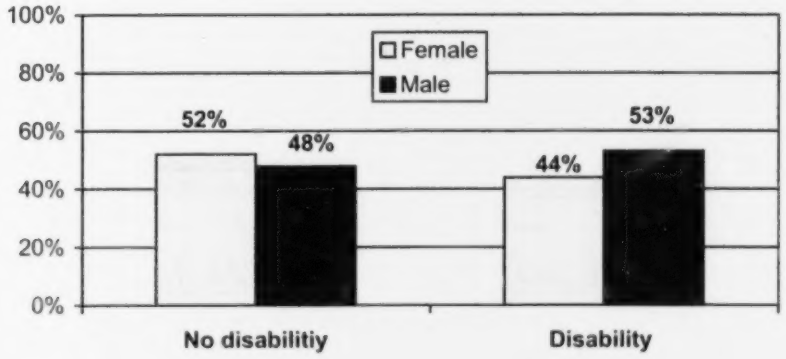


Figure 2

Table 7: Sex				
	No disability		Disability	
	n	%	n	%
Female	27,188	52.1%	4,616	44.0%
Male	24,984	47.9%	5,569	53.1%
No code	1	0.0%	297	2.8%
Total	52,173	100.0%	10,482	100.0%
Source: Saskatchewan Social Services Database, any involvement in the last two years				

From Table 8 below, between 12.6% and 27% of clients have no education code. Clients with a disability are more likely to have a very low education (code between 1 and 6 years of education) and are less likely to have a high school education (code between 10 and 12 years of education), compared to those clients without a disability.

At the same time, clients with a disability are more likely to be older (Table 9). These clients tend to be 35 years of age or older than clients without a disability.

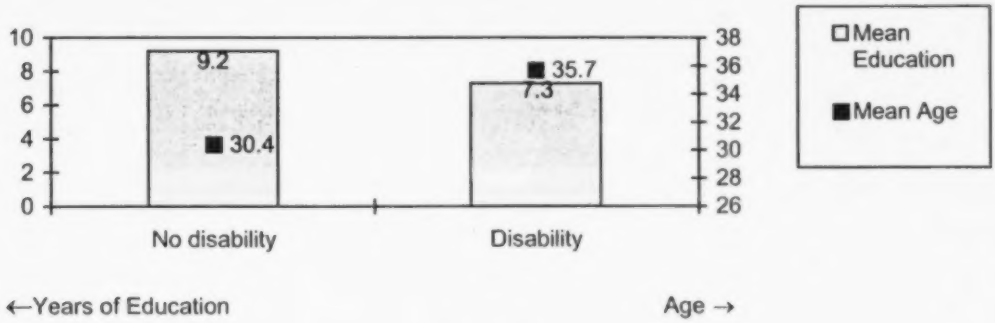


Figure 3

Table 8: Years of education				
	No disability		Disability	
Years/Grade	n	%	n	%
No code or 0	6,554	12.6%	2,831	27.0%
1-6	1,176	2.3%	666	6.4%
7-9	10,747	20.6%	1,878	17.9%
10-12	30,151	57.8%	4,501	42.9%
13-16	3,545	6.8%	606	5.8%
Total	52,173	100.0%	10,482	100.0%
Mean		**9.2**		**7.3**
Source: Saskatchewan Social Services Database, any involvement in the last two years. Mean includes only those with at least one year of education.				

Table 9: Age				
	No disability		Disability	
Age	n	%	n	%
0-17	5	0.0%	296	2.8%
18-24	17,234	33.0%	1,295	12.4%
25-34	18,083	34.7%	2,562	24.4%
35-44	12,517	24.0%	3,942	37.6%
45-49	3,400	6.5%	1,938	18.5%
50+	934	1.8%	449	4.3%
Total	52,173	100.0%	10,482	100.0%
Mean		**30.4 yrs**		**35.7 yrs**
Source: Saskatchewan Social Services Database, any involvement in the last two years. Mean includes only those at least 18 years of age.				

3.1.2 SA clients with disabilities are older than those without disabilities

Most SA clients with disabilities (67%) are between the ages of 35 and 49 (See Table 10).

- Approximately one-fifth (21%) of SA clients with disabilities are between the ages of 25 and 34, while 5% are under the age of 24. The mean age is 40.
- By comparison, SA clients without disabilities are typically younger. Nearly half (44%) are 18 to 34, while 38% are between the ages of 35 and 44. The mean age is 36.

Table 10: Respondent age
(SA Clients with Grade 10 education or higher)

	Overall (n=1,148)	No disability (n=575)	Disability (n=572)
18 to 24	7%	10%	5%
25 to 34	27%	34%	21%
35 to 44	38%	38%	39%
45 to 49	21%	14%	28%
50+	5%	4%	7%
DK/NR	1%	1%	1%
Mean	**38**	**36**	**40**

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding.

3.1.3 SA clients with disabilities are less likely to be Aboriginal

A slightly lower proportion of SA clients with disabilities are Aboriginal (21%), compared to SA clients without disabilities (32%).

- Clients without disabilities were more likely to be status Indians (21%) than those with a disability (9%).
- The proportion of Métis respondents was similar in both groups.

Table 11: Are you of Aboriginal descent? (SA Clients with Grade 10 education or higher)			
	Overall (n=1,148)	**No disability (n=575)**	**Disability (n=572)**
Status/Treaty Indian	15%	21%	9%
Non-Status Indian	1%	-	2%
Métis	10%	11%	10%
Total Aboriginal	**26%**	**32%**	**21%**
Non – Aboriginal	**73%**	**68%**	**78%**
DK/NR	1%	<1%	1%
Source: Survey of Clients Note: Totals may not sum to 100% due to rounding.			

To determine whether or not this unexpected finding is due to response bias, we examined the composition of Aboriginal people among those clients with and without a disability flag in the Social Services database. Table 11b presents the population from which the client sample was drawn. Clients with a disability flag are less likely to be classified as an Aboriginal client (21% compared to 40%). Similarly, in Table 11, those clients that self-identify as having a disability are less likely to have also identified themselves as of Aboriginal descent, although the difference is not quite as pronounced.

Table 11b: Constitutional status – database – Grade 10 or higher education code						
Status	**Total**		**No disability**		**Disability**	
	n	**%**	**n**	**%**	**n**	**%**
Status Indian	9,962	25.7%	9,326	27.7%	636	12.5%
Non-status Indian	1,042	2.7%	919	2.7%	123	2.4%
Métis	3,422	8.8%	3,091	9.2%	331	6.5%
Inuit	19	-	19	-	0	-
Total Aboriginal	**14,445**	**37.2%**	**13,355**	**39.6%**	**1,090**	**21.3%**
Non-Aboriginal	**24,358**	**62.8%**	**20,341**	**60.4%**	**4,017**	**78.7%**
Total	38,803	100.0%	33,696	100.0%	5,107	100.0%
Source: Saskatchewan Social Services Database Note: Totals may not sum due to rounding.						

3.1.4 One in five respondents considered himself or herself a member of a visible minority

Approximately 21% of persons with a disability considered themselves a member of a visible minority, compared to 17% of those without a disability.

Table 12: Do you consider yourself a member of a visible minority?
(SA clients with Grade 10 education or higher)

	Overall (n=848)	No disability (n=395)	Disability (n=454)
Yes	19%	17%	21%
No	79%	81%	77%
DK/NR	2%	2%	2%

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding. Respondents include only non-Aboriginal persons.

3.1.5 SA clients with disabilities are more likely to be single and without children

More than one-third of SA clients reporting a disability are single without children (37%), while a further 45% are single parents. By comparison, one-fourth (26%) of persons without a disability are single without children, and 47% are single parents. Some 14% of SA clients with disabilities are couples with children, compared to 23% of SA clients without disabilities.

Table 13: Family status
(SA clients with Grade 10 education or higher)

	Overall (n=1,148)	No disability (n=575)	Disability (n=572)
Single, no children	31%	26%	37%
Single, with children	46%	47%	45%
Couple, no children	4%	4%	4%
Couple, with children	18%	23%	14%
DK/NR	<1%	<1%	<1%

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding.

3.1.6 Majority of respondents are female

Overall, the majority of survey respondents are female (64%); however, 60% of respondents with a disability are female, compared to 67% of those without a disability.

Table 14: Respondent gender
(SA clients with Grade 10 education or higher)

	Overall (n=1,148)	No disability (n=575)	Disability (n=572)
Female	64%	67%	60%
Male	36%	33%	40%

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding.

3.1.7 SA clients with disabilities typically have less income than those without a disability

Approximately half of SA clients with a disability (54%) received less than $10,000 per year last year, compared to 38% of SA clients without disabilities. A further 33% of SA clients with disabilities received between $10,000 and $20,000 per year, while 42% of SA clients without disabilities received this amount. Two reasons account for this. First, clients without disabilities have more children and therefore receive more SA. Second, those without disabilities earned more income from work at the time of their interview (see Sections 3.1.8 and 3.3 below).

Table 15: Family income
(SA clients with Grade 10 education or higher)

	Overall (n=1,148)	No disability (n=575)	Disability (n=572)
Under $10,000	46%	38%	54%
$10,000 to $20,000	38%	42%	33%
$20,000 to $30,000	7%	8%	6%
$30,000 to $40,000	5%	6%	3%
$40,000 to $50,000	<1%	<1%	1%
Above $50,000	1%	1%	1%
DK/NR	3%	3%	3%

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding.

3.1.8 SA clients with disabilities tend to rely on SA as their main source of income

Six in ten (60%) SA clients with disabilities reported SA as their main source of income last year, compared to 39% of those without disabilities.[5] SA clients without disabilities relied to a much greater extent on wages (full or part-time) as their main source of income; over half (56%) cited wages as their main source of income, compared to just over one third (35%) of SA clients with disabilities. SA clients without disabilities are also more likely to be currently receiving income support from student loans (8%).

Table 16: Main source of income last year
(SA clients with Grade 10 education or higher)

	Overall (n=1148)	No disability (n=575)	Disability (n=572)
Social assistance	50%	39%	60%
Wages (full or part-time)	46%	56%	35%
GST	8%	9%	6%
Child Tax Credit/family allowance	8%	9%	6%
Employment Insurance	5%	3%	6%
Student loan	5%	8%	3%
Self-employment (full or part-time)	4%	5%	3%
Energy rebate	3%	3%	3%
PTA	3%	4%	2%
CPP Disability	1%	-	2%
Workers' Compensation	1%	1%	1%
Other	<1%	1%	<1%
DK/NR	5%	5%	5%

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding. "Other" includes spouse's income, federal income support, employment-related disability plan, CPP survivor pension/widow allowance, support from parents/family, and child maintenance payments.

3.2 Profile of disabilities and physical supports required

Prior to this research, the Department of Social Services and the Office of Disability Issues had no clear indication of the types of disabilities that those on SA have. Current administrative data does not systematically record information on type, severity, or impact of disability. The database simply includes whether a

[5] It is important to remember that many SA clients cycle on and off social assistance. This cycling is apparently greater for those without disabilities.

person has a "disability" based on self-report data and/or medical documents submitted to social workers.

This research provides data on type of disability, severity of disability, technical aids required, age when disability developed, and cause of disability. Future research can now use factual self-report data, giving the Department a clearer picture of the needs and barriers of persons with and without disabilities. The data also provides a "validity check" on the way that disability is current coded in the database, as it shows that there are SA clients who report having a disability despite the fact that they are not recorded in the SA database as having a disability.

3.2.1 Screening for type of disability

At the beginning of the survey, participants responded to a series of questions to determine whether they have a disability that limits them in any way. Seven screening questions were used:

- *Do you have any difficulties hearing, seeing, communicating, walking, climbing stairs, or doing any similar activities?*
- *Do you have any difficulties remembering or learning things, or have an emotional, developmental, or psychiatric disorder?*
- *Does a physical or mental condition or health problem limit the kind or amount of activity you can do at home?*
- *Does a physical or mental condition or health problem limit the kind or amount of activity you can do at school?*
- *Does a physical or mental condition or health problem limit the kind or amount of activity you can do at work?*
- *Does a physical or mental condition or health problem limit you in other activities, such as travel, sport, or leisure?*
- *According to your doctor, does a physical or mental condition prevent you from working at all?*

If a person reported a disability or any limitations at work, school, home, or leisure (if they answered "yes" to any of the screener questions), they were asked to confirm that they have a

"disability." Based on these screener questions and the respondents' confirmations, 50% reported a disability. Following the screening section, such a respondent moved on to answer an additional set of disability questions to determine the nature and degree of their disability or health condition.

Findings from the screening section are as follows:

- Nearly one-third (29%) of all respondents reported having physical limitations like difficulty hearing, seeing, communicating, walking, climbing stairs, or doing similar activities.
- About a fifth (22%) said that they have emotional, psychological, or cognitive limitations like difficulties remembering or learning things; or have an emotional, developmental, or psychiatric disorder.
- Of those who identified some type of limitation (disability), very few (4%) reported only a mental disability. Forty-two percent (42%) reported only a physical disability, while a majority (54%) reported having both mental and physical disabilities. (See Table 60 for details.)
- Six percent (6%) of all respondents reported that they are very limited at home, while 24% said they are somewhat limited at home.
- Similar proportions reported limitations at school (6% are very limited, and 18% are somewhat limited).
- About one in seven (13%) respondents reported they are very limited at work, while nearly a quarter (24%) are somewhat limited. Of those who are very limited at work, 65% reported that a doctor has told them that they are unable to work at all.
- About one-third (31%) of respondents are either very limited (10%) or somewhat limited (21%) in other activities such as travel, sport, or leisure.

Table 17: Does a physical or mental condition or health problem limit the kind or amount of activity you can do? (n=1,148)
(SA clients with Grade 10 education or higher)

	Yes, very limited	Yes, somewhat limited	No, not limited	DK/NR
At home?	6%	24%	70%	1%
At school?	6%	18%	70%	7%
At work?	13%	24%	61%	3%
In other activities such as travel, sport, or leisure?	10%	21%	68%	1%

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding.

Overall, results are internally consistent. Those who reported limitations tended to also report being limited at work. Similarly, most of those not at all limited at home are not limited at work either. However, it is important to note that some inconsistencies appear in the way respondents answered these questions.

- Some respondents provided what appear to be inconsistent answers, reporting that they are very limited at school but not limited at all at work.

- Others reported that they have relatively few limitations, but they have a number of health problems that are difficult to deal with on a daily basis. Table 18 below illustrates this apparent disjuncture between limitations reported at home and at work.

If individuals faced the same limitations at home as at work, the diagonal in Table 18 would be 100%. This table shows that there is some deviation from this situation. While the majority of respondents who are very limited at home are also very limited at work, some (9%) are only somewhat limited at work, and a very small number (3%) report no limitations at all at work. Similarly, most of those who say they are not limited at home report that they are not limited at work, although a few (13%) are somewhat limited, and 3% are very limited at work.

Table 18: Comparing limitations at work with limitations at home (n=1,148)
(SA clients with Grade 10 education or higher)

Limitations at home	Limitations at work		
	Yes, very limited (n=148)	Yes, somewhat limited (n=274)	No, not limited (n=696)
Yes, very limited	**81%**	9%	3%
Yes, somewhat limited	25%	**62%**	10%
No, not limited	3%	13%	**83%**

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding. We have not included those who did not know if they were limited.

Three factors explain these variances:

- First, some people may have different accommodation needs at home, in the workplace, or at school, and therefore see themselves as more/less limited in one area than another.
- Secondly, those who do not go to school or work – because they either are unable or unwilling – may report that they are not limited because they are not active in those areas and have little experience.
- Finally, demands of home and work may be very different. For example, someone with a physical health problem is more likely to be limited with respect to a physically demanding job (e.g., standing for many hours) or a physically demanding home environment (e.g., small children).

3.2.2 Social limitations posed by a disability

In addition to the screener questions, we asked respondents three questions to assess the extent to which their disability limits their social activity:

- *Do you require assistance doing day-to-day household activities, such as shopping, preparing meals, or doing housework because of a health condition?*
- *Do you require assistance dealing with personal finances (e.g., paying bills, banking) because of a health condition?*

- *How much control do you feel you have in making decisions that affect your everyday activities?*

Twenty-eight percent (28%) of those with a disability said that they require assistance with day-to-day household activities (shopping, preparing meals, doing housework) because of a health condition. More than one-tenth (11%) often or always require assistance, while 17% require assistance sometimes.

Sixteen percent (16%) of those with a disability said that they require assistance dealing with personal finances (e.g., paying bills, banking) because of a health condition. Five percent (5%) often or always require assistance, while 11% require assistance sometimes.

When SA clients with a disability were asked *"How much control do you feel you have in making decisions that affect your everyday activities,"* most (68%) said they make all of the decisions. One-fifth (20%) said they make most of the decisions, while only 11% said they make some (9%), or few or no (2%) decisions.

Decisions made by persons with a disability

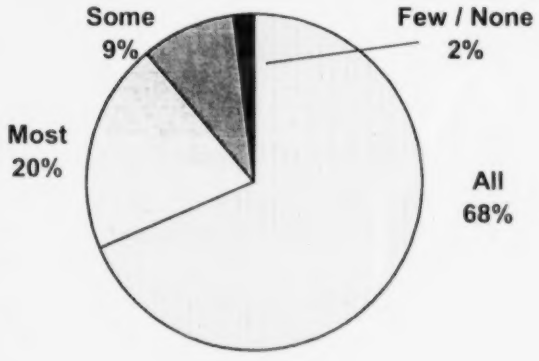


Figure 4

3.2.3 Physical and mental disabilities

Nearly half (48%) of all respondents reported a physical disability (hearing, sight, speech, mobility or flexibility limitations, or chronic pain), and nearly one-third (29%) had a mental disability (a learning disability, developmental delay, confusion/memory

problems, or emotional/psychological/psychiatric conditions). As described above, 50% of all respondents reported at least one of these types of disability.

Of SA clients with a disability, very few (4%) reported only a mental disability. Approximately four in ten (42%) reported only a physical disability, while the majority (54%) reported both.

Table 19: Disability reported
(SA clients with Grade 10 education or higher)

	(n=572)
Mental disability only	4%
Physical disability only	42%
Both	54%
Total	100%

Source: Survey of Clients
Base: Respondents who have indicated a disability.

3.2.4 Types of physical disabilities

Respondents who reported having a disability or being limited at home, work, school, or in other activities were then asked about specific disabilities/health problems. Note that these results are reported only for those who reported having a disability (n=572), not for the entire sample.

Hearing disabilities

- One-quarter (25%) reported having a hearing disability.
- One-fifth (21%) have some difficulty hearing what is said in a conversation or over a telephone, and 3% said that they have a lot of difficulty. Two percent (2%) said that they require a hearing aid.

Visual disabilities

- More than one-fourth (27%) reported either having a visual disability (24%) or that an eye specialist has diagnosed them as legally blind (3%).
- Eighteen percent (18%) said they have some difficulty seeing ordinary newsprint, even with glasses or contact lenses, while 4% said they have a lot of difficulty.

- Six percent (6%) said they have difficulty clearly seeing the face of someone across the room, even with glasses or contact lenses, while fewer than 1% have a lot of difficulty.

Speech disability

- Fifteen percent (15%) said they have a speaking disability.
- Approximately 13% reported having some difficulty speaking and being understood, while 2% have a lot of difficulty.

Mobility problems

- More than half (58%) have a mobility problem, with 3% reporting that they are unable to walk, and 55% reporting that they have limited mobility.
- Thirty percent (30%) reported having some difficulty (17%) or a lot of difficulty (13%) walking half a kilometre or a quarter of a mile (about three city blocks).
- A similar proportion (31%) said they have difficulty carrying an object of five kilograms or ten pounds (such as a bag of groceries) for ten metres or 30 feet.
- Four in ten reported some difficulty (23%) or a lot of difficulty (18%) standing for more than 20 minutes.

Flexibility and agility problems

- More than half (53%) reported having a flexibility or agility problem.
- More than one-third (37%) said they have either some difficulty (27%) or a lot of difficulty (10%) bending down and picking up an object from the floor.
- Nearly one-third also have some difficulty (24%) or a lot of difficulty (6%) physically getting out of bed.
- One-fifth (19%) reported having some difficulty (14%) or a lot of difficulty (5%) using their fingers to grip an object (such as using pliers or scissors).

Pain and discomfort

- A majority (89%) said they suffer from chronic pain.
- Over half (55%) reported having pain or discomfort that is always present, and approximately 35% said they have periods of pain or discomfort that reoccur from time to time.
- Among those who experience constant or recurring pain (n=510), 45% said that pain *often* limits the amount or kind of activity they can do, and 40% said they are *sometimes* limited.

Figure 5 summarizes these findings.

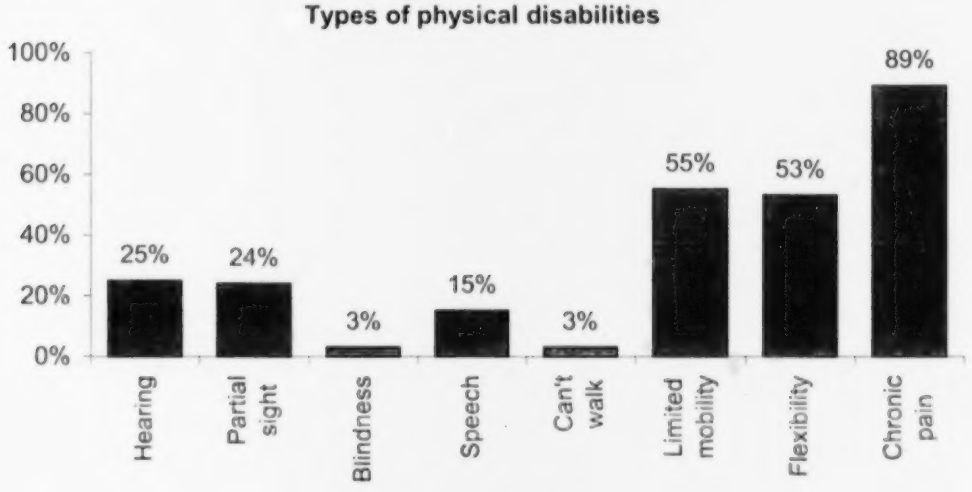


Figure 5

Table 20: Types of physical disabilities (SA clients with Grade 10 education or higher)	
	(n=572)
Hearing disability	25%
Visual disability (partial sight)	24%
Visual disability (blind)	3%
Speech disability	15%
Mobility disability (can't walk)	3%
Mobility disability (limited mobility)	55%
Flexibility disability	53%
Chronic pain	89%
Source: Survey of Clients Base: Respondents with disability.	

3.2.5 Causes of physical disabilities

Most physical disabilities are caused by disease or accident, irrespective of the type of disability. Disease or illness is the most common cause of health problems such as flexibility/agility (47%), mobility (38%), and pain (34%). Environmental factors and accidents are also notable causes for these three types of health problems.

Hearing and sight problems are commonly a result of aging (20% and 41%, respectively), although disease or illness also causes these problems (16% and 21%). Approximately one in seven reported that hearing and sight problems have existed since birth.

Speech problems are also most commonly caused by disease or illness (29%) or are a condition that has existed since birth (14%) or occur for other reasons (15%). Some (13%) attribute their condition to psychological or physical abuse. Table 21 details this information.

Table 21: Cause of disability
(SA clients with Grade 10 education or higher)

	Hearing (n=143)	Sight (n=157)	Speech (n=86)	Mobility (n=255)	Flexibility (n=302)	Pain (n=510)
Caused by a disease or illness	16%	21%	29%	38%	47%	34%
Caused by an accident	9%	5%	5%	20%	18%	23%
Caused by your work environment	11%	2%	4%	12%	15%	18%
Developed with the natural aging process	20%	41%	4%	5%	7%	7%
Existed since birth	15%	14%	14%	9%	4%	5%
Result of psychological or physical abuse	7%	2%	13%	6%	2%	2%
Side effect of medication or pills	<1%	1%	2%	<1%	<1%	<1%
Side effect of infection, operation gone wrong	<1%	-	1%	2%	1%	1%
Existed since childhood	<1%	2%	3%	<1%	-	<1%
Other	1%	4%	15%	6%	4%	4%
DK/NR	21%	7%	10%	3%	2%	5%

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding.

3.2.6 Age when physical disabilities developed

Hearing, sight, and speech disabilities/conditions are more likely to have been a condition since either birth or one's youth. At least four in ten respondents have had their sight impairment since birth (14%) or their youth (27%). Eighteen percent (18%) have had a speech problem since birth, and 27% have had this condition since their youth. Similar proportions (about four in ten) developed these conditions after age 25.

More than six in ten developed problems with mobility, flexibility, and pain after the age of 25. The largest proportion developed such problems between the ages of 25 and 39. Over one-third (39%) of those with a mobility condition, 45% of those with a flexibility problem, and 39% who suffer from long-term pain developed their problem in this age range.

Table 22: Age when condition developed
(SA clients with Grade 10 education or higher)

	Hearing (n=143)	Sight (n=157)	Speech (n=86)	Mobility (n=255)	Flexibility (n=302)	Pain (n=510)
Since birth	8%	14%	18%	8%	4%	5%
1 to 17	15%	27%	27%	17%	16%	17%
18 to 24	12%	10%	5%	9%	8%	12%
25 to 39	28%	23%	31%	39%	45%	39%
40 to 64	22%	20%	12%	24%	23%	23%
65 and over	-	-	3%	-	-	-
DK/NR	15%	7%	5%	3%	3%	4%

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding.

3.2.7 Technical aids

Most SA clients with disabilities do not use any technical aids to deal with their disability. Below, we present the types of aids used by people with different types of disabilities.

Hearing disability

- Seven percent (7%) use some form of support, most commonly a hearing aid (4%). Two percent (2%) use a hearing ear dog, and approximately 1% use at least one of the following: a computer to communicate, a TTY or TDD, other phone-related devices, a closed-captioned television or decoder, amplifiers, and/or other hearing supports.

Visual disability

- Fifteen percent (15%) use specialized equipment to deal with their visual impairment: 6% use magnifiers, 4% use large print reading materials, and 3% have glasses.
- Use of other aids includes talking books or clocks, recording equipment or portable note takers, a computer with Braille, large print or speech access, or a white cane (1% each).

Speech disability

- Only 5% of those with a speech disability use any aid. Just 1% said they use a speech amplifier or a computer/keyboard device to communicate.

Mobility disability

- Approximately one-fifth (21%) of those with a mobility disability use some type of aid to help them move around.
- Ten percent (10%) use a cane or walking stick, 4% use a manual wheel chair, and 1% use an electric wheelchair. Four percent (4%) use braces or other supportive devices, and 3% use grab bars or bathroom aids.
- Other aids include crutches (2%), orthopaedic footwear (5%), a walker (2%), a scooter (1%), and a lift or lift-type device (1%).

Flexibility and agility

- Eight percent (8%) use some type of specialized equipment to support, replace, or assist in the use of hands or arms. Two devices are common: a hand or arm brace (5%) and a grasping tool/reach extender (2%).
- Other devices (each under 1%) include a walker/cane/crutches, wrist support, mouth stick, or prosthetics.

3.2.8 Types of emotional/intellectual disabilities

Many persons on SA also have emotional/psychological or intellectual disabilities. In some cases, these disabilities are experienced in addition to other physical disabilities. Again, we report only on those respondents who have identified a disability (n=572). These disabilities are grouped into four categories:

- *Learning disabilities:* which include attention problems, hyperactivity, and dyslexia. One-fourth (25%) reported having a learning disability; of these respondents, half had been told that they had this condition by a teacher or health professional.

- *Confusion/difficulty remembering:* symptoms that are often associated with diseases such as Alzheimer's or Parkinson's. Nearly three in ten (29%) reported having problems with confusion or having difficulty remembering.
- *Developmental disability or disorder:* including Down's syndrome, autism, or Asperger syndrome. Six percent (6%) reported having a developmental disability.
- *Emotional, psychological, or psychiatric condition:* including phobias, depression, schizophrenia, and drinking and drug problems. Four in ten (40%) reported having an emotional, psychological, or psychiatric condition.

Types of emotional/intellectual disabilities

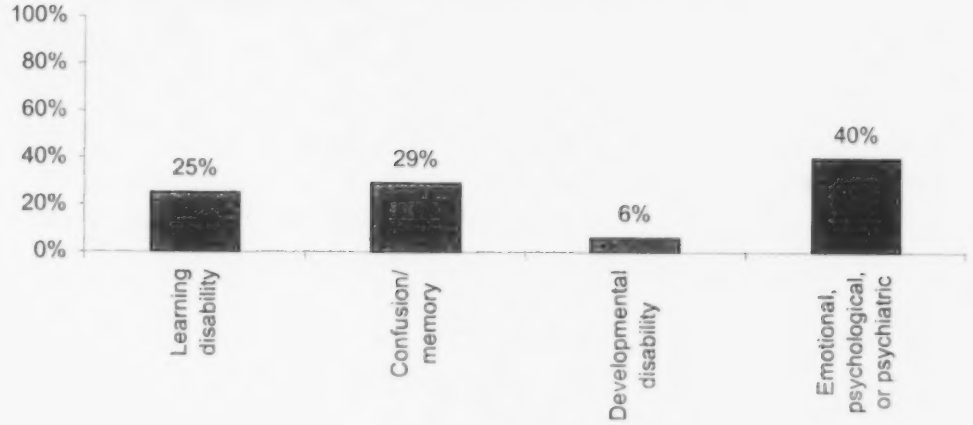


Figure 6

Table 23: Types of emotional/intellectual disabilities **(SA clients with Grade 10 education or higher)**	
	(n=572)
Confusion/difficulty remembering	29%
Learning disability	25%
Developmental disability	6%
Emotional, psychological, or psychiatric condition	40%
Source: Survey of Clients Base: Respondents with disability.	

Those reporting a disability were also asked the extent to which the disability reduces the amount of activities they can do.

- More than one-fourth (28%) of those with a learning disability said their activity is often or always reduced, while an additional 24% said it is sometimes reduced.
- Twenty percent (20%) of those with confusion/difficulty remembering said their activity is often or always reduced, while 42% said it is sometimes reduced.
- Of persons with a developmental disability, 38% said their activity is often or always reduced, and 46% said it is sometimes reduced.
- Thirty percent (30%) of those with an emotional, psychological, or psychiatric condition said their activity is often or always reduced, while 40% are sometimes limited by this condition.

Table 24: Does a physical or mental condition or health problem limit the kind or amount of activity you can do?
(SA clients with Grade 10 education or higher)

	n	Yes, often or always	Yes, sometimes	Does not limit	DK/NR
Learning disability	145	28%	24%	48%	1%
Confusion/difficulty remembering	167	20%	42%	37%	1%
Developmental disability	34	38%	46%	16%	-
Emotional, psychological, or psychiatric condition	228	30%	40%	30%	<1%

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding.
Base: Respondents who have indicated yes to the condition.

Forty-five percent (45%) of respondents with a developmental disability also reported being very limited at work, while respondents with learning disabilities, confusion/difficulty remembering, or emotional, psychological, or psychiatric conditions are less likely to be very limited at work (28% to 34%).

These results must be interpreted with caution, as respondents could have both physical and mental conditions, and we may not infer which condition limits their work.

Table 25: Does a physical or mental condition or health problem limit the kind or amount of activity you can do at work?
(SA clients with Grade 10 education or higher)

	n	Yes, very limited	Yes, somewhat limited	No, not limited	DK/NR
Learning disability	145	29%	44%	24%	3%
Confusion/difficulty remembering	167	34%	42%	20%	4%
Developmental disability	34	45%	41%	14%	1%
Emotional, psychological, or psychiatric condition	228	28%	50%	18%	5%

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding.
Base: Respondents who have indicated yes to the condition.

3.3 Sources of income

Upon completing the disability profile, we asked all survey respondents (those with and without disabilities, n=1,148) what sources of income they have had during the past five years.

3.3.1 Most SA clients with disabilities are currently on SA

The survey sample was limited to persons who have been on SA at some point in the past two years. However, 5% of SA clients with disabilities and 7% of those without a disability did not report any SA income in the last five years. This may suggest that some respondents may only have been on assistance for the medical and health benefits provided.

Sixty-two percent (62%) of SA clients with disabilities reported being on SA at the time of the survey, compared to 40% of SA clients without disabilities.

- SA clients with disabilities are slightly less likely to have received some income from Employment Insurance (26%) than those without a disability (30%).
- SA clients with disabilities are more likely to report income from CPP disability (5%) or Workers' Compensation (10%) than SA clients without disabilities.

- Fewer than one-third (29%) of those with disabilities do not currently receive any income support, compared to 55% of those without a disability.

Table 26 below demonstrates the relative importance of SA and the number of people who reported no income.

Table 26: Different types of income received in the last five years/currently
(SA clients with Grade 10 education or higher)

	Total (n=1,148)		No disability (n=572)		Disability (n=575)	
	Last 5 years	Currently	Last 5 years	Currently	Last 5 years	Currently
Social assistance	94%	**51%**	93%	**40%**	95%	**62%**
Employment Insurance	28%	**5%**	30%	**4%**	26%	**6%**
CPP Disability	3%	**1%**	1%	**-**	5%	**2%**
Workers' Compensation	7%	**1%**	5%	**1%**	10%	**1%**
Employment-related disability plan	4%	**1%**	3%	**-**	6%	**2%**
Federal income support (on-reserve SA)	3%	**<1%**	3%	**-**	3%	**1%**
None	3%	**42%**	3%	**55%**	2%	**29%**
DK/NR	<1%	**1%**	-	**1%**	1%	**1%**

Source: Survey of Clients
Note: Respondents could choose more than one answer. Totals may sum to more than 100%.

3.3.2 Half of SA clients with disabilities had some income from wages last year

Half (50%) of SA clients with disabilities had some income from wages (full or part-time) last year, compared to two-thirds (69%) of those without disabilities. Eleven percent (11%) of those with disabilities had self-employment income, compared to 14% of those without disabilities.

- Nearly the same proportion of persons with and without disabilities had income from the Provincial Training Allowance (PTA) (9% and 10%).

Table 27: In the last year, have you received income from any of the following sources? (SA clients with Grade 10 education or higher)			
	Overall (n=1,148)	No disability (n=575)	Disability (n=572)
None	28%	19%	36%
Wages (full or part-time)	59%	69%	50%
Child maintenance payments	15%	16%	14%
Self-employment (full or part-time)	12%	14%	11%
Provincial Training Allowance	9%	10%	9%
Trust fund income	<1%	1%	<1%
Investment income	1%	2%	1%
Insurance settlements	1%	1%	2%
DK/NR	<1%	<1%	-

Source: Survey of Clients
Note: Respondents could choose more than one answer. Totals may sum to more than 100%.

3.3.3 Denial of benefits

Some SA clients with disabilities applied for CPP Disability benefits and were denied (12%), whereas a relatively small number were denied Workers' Compensation (4%) or employment-related disability benefits (2%).

Table 28: Have you ever applied for the following benefits and been denied? (SA clients with Grade 10 education or higher)			
	Overall (n=1148)	No disability (n=575)	Disability (n=572)
CPP Disability benefits	7%	3%	12%
Workers' Compensation	4%	3%	4%
Employment-related disability benefits	1%	1%	2%

3.4 Education and employment differences between persons with and without disabilities

The most important barrier to work faced by those on SA is typically their educational level. Therefore, this questionnaire probes educational and training levels in some detail.

3.4.1 SA clients without disabilities are slightly better educated than those with disabilities

The survey sample included persons who have at least a Grade 10 education. Approximately 32% of SA clients with disabilities reported having less than a Grade 12 education (completed Grade 10 or 11), compared to 24% of persons without a disability. Approximately one-third (35%) of SA clients with disabilities completed Grade 12, and another third (33%) have additional education or training.

- Approximately 68% all of respondents have taken courses to enhance existing skills or learn new ones. Seventy-one percent (71%) of clients with a disability reported taking such courses, compared to 65% of those without a disability.

- Twelve percent (12%) of SA clients with disabilities and about 16% of those without disabilities are currently taking academic courses or are in training programs.

Table 29: What is the highest level of school that you've completed?
(SA clients with Grade 10 education or higher)

	Overall (n=1,148)	No disability (n=575)	Disability (n=572)
Grade 10 or 11	28%	24%	32%
Grade 12	37%	39%	35%
Some additional training	6%	6%	6%
Some university or college	20%	20%	19%
University/college degree	10%	11%	8%

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding.

Most respondents in both groups completed their education through the regular school system (approximately two-thirds). One in three completed Grade 12 through adult upgrading or GED. Proportions are nearly identical among persons with and without disabilities.

Table 30: How did you get your grade 12 education?
(SA clients with Grade 10 education or higher)

	Overall (n=831)	No disability (n=439)	Disability (n=392)
Regular school system	65%	65%	64%
Adult upgrading/GED	33%	33%	33%
Mature student/Did not complete Grade 12	2%	3%	2%
DK/NR	<1%	-	1%

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding.

3.4.2 Approximately three in ten persons with a disability discontinued training because of their disability

As indicated above, education is often a key factor that enables people to find work or take training to enhance their skills or learn new ones. Those who have not completed Grade 12 will often have to upgrade before taking further courses or before they are considered eligible for an entry-level position. Some find it more difficult to take courses as they get older, mostly due to cost, family responsibility, or the progressing nature of a disability.

Many reported difficulty in completing their training. There were a variety of reasons: disability, lack of interest, family problems, pregnancy, etc. To determine the various causes, we asked all respondents whether they had ever discontinued their formal education because of a physical or mental condition or health problem. Approximately three in ten (29%) of those with a disability discontinued their education, compared to 6% of those without a disability.

We then asked whether other factors have prevented them from taking courses. Approximately one-quarter (26%) of those with a disability said that nothing had prevented them from taking a course, compared to 39% of those without a disability.

The main reason for not taking a course is cost. More than half of those with disabilities (54%) reported that cost prevented them from taking training, compared to 39% of those without disabilities.

Other reasons for not taking courses are as follows:

- SA clients with disabilities are more likely to indicate inadequate transportation (26%), location of the school (25%), inaccessibility of courses (20%), or that courses are not relevant to their needs or interest (12%) as reasons for not taking courses. A course may be considered inaccessible because a person does not have the necessary background.
- SA clients without disabilities are slightly more likely to cite lack of child care (23%) as a reason for not taking a course. Recall that SA clients without disabilities are more likely to be single parents or couples with children.
- Seven percent (7%) of SA clients with disabilities said their condition makes it physically or mentally difficult to take a course.

Table 31: Did any of the following prevent you from taking courses?
(SA clients with Grade 10 education or higher)

	Overall (n=1,148)	No disability (n=575)	Disability (n=572)
No/None of the above	33%	39%	26%
Too costly	46%	39%	54%
Inadequate transportation	22%	18%	26%
Lack of child care	21%	23%	20%
Location too far	20%	15%	25%
Courses not accessible to you	15%	10%	20%
Courses not relevant to your needs/not of interest	9%	5%	12%
Condition makes it difficult physically/mentally	4%	-	7%
Other	2%	2%	2%
DK/NR	1%	1%	2%

Source: Survey of Clients
Note: Respondents could choose more than one answer. Totals may sum to more than 100%.

3.5 Employment of SA clients

3.5.1 Many SA clients with disabilities have not worked in the past five years

Approximately 24% of those with disabilities have not held any jobs in the past five years, compared to 8% of those without

disabilities. This supports the hypothesis that SA clients with disabilities have less past labour market attachment and have a more difficult time finding work.

- Some 75% of SA clients with disabilities have held jobs (25% had one job in the past five years, 16% had two jobs, and the other 34% had three or more jobs).

- By comparison, 90% of SA clients without disabilities have worked in the past (20% had one job in the past five years, 22% had two jobs, and another 48% had three or more jobs).

Table 32: Number of jobs held in the past five years
(SA clients with Grade 10 education or higher)

Number of jobs	Overall (n=1,148)	No disability (n=575)	Disability (n=572)
No job	16%	8%	24%
1	23%	20%	25%
2	19%	22%	16%
3	16%	18%	15%
4	10%	12%	8%
5	7%	10%	5%
More than 5	7%	8%	6%
DK/NR	2%	2%	2%

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding.

About four in ten (41%) SA clients with disabilities who have worked in the past are still employed at their most recent job, compared to 62% of those without disabilities. One-third (31%, n=176 of 572) of those with disabilities are currently employed, compared to 57% (n=330 of 575) of those without disabilities.

We asked those who have worked in the past five years, but are no longer working (n=454), why they are no longer at their jobs (Table 33):

- SA clients with disabilities who left their jobs typically did so for one of three reasons: reasons related to their disability (24%), they were laid off (22%), or they became too sick to work (17%).

- SA clients without disabilities are most likely to have left their jobs because they were laid off (28%) or because they completed their work term (19%).

Table 33: Why are you no longer working there?
(SA clients with Grade 10 education or higher)

	Overall (n=454)	No disability (n=200)	Disability (n=254)
Laid off	25%	28%	22%
Disability-related	14%	2%	24%
Work term ended	12%	19%	7%
Became too sick to work/health reasons	11%	4%	17%
Work too difficult	8%	6%	10%
Back to school	8%	9%	7%
Business closed/changed ownership	5%	5%	5%
Discrimination/conflict with others/didn't like job	5%	4%	6%
Moved	4%	7%	2%
Not worth it/not enough money	4%	5%	3%
Lack of child care/pregnant/maternity leave	4%	8%	<1%
Subsidy ended	2%	1%	3%
No transportation	1%	-	2%
Other	6%	10%	4%
DK/NR	<1%	<1%	<1%

Source: *Survey of Clients*
Note: Respondents could choose more than one answer. Totals may sum to more than 100%.
Base: Asked of those who reported that they had worked in the past five years but were no longer working at their most recent job.

3.5.2 Survey participants typically worked as labourers or in the service sector

Those with and without disabilities worked in similar fields during the last five years (n=963). The main occupation was manual labour (16%), followed by cashier/sales clerk/customer services (12%), and clerical/office work (10%). Food services employed 8% of respondents, and 7% worked as janitors or custodians.

Table 34: What type of work did/do you do?
(SA clients with Grade 10 education or higher)

	Overall (n=963)	No disability (n=530)	Disability (n=433)
Manual labour	16%	17%	15%
Cashier/sales clerk/customer service	12%	9%	15%
Clerical/office	10%	9%	11%
Kitchen help/food preparation/waitress/bartender	8%	8%	7%
Janitorial/custodian	7%	6%	7%
Home care/nursing aide/LPN	6%	8%	4%
Delivery driver/taxi driver/long haul trucker	5%	5%	5%
Social service work	5%	7%	3%
Cook/baker	4%	2%	6%
Housekeeping/house cleaning	4%	5%	3%
Telemarketer/canvasser	4%	3%	4%
Babysitting/child care	3%	2%	4%
Manager/assistant manager	3%	3%	4%
Teacher's assistant	3%	3%	3%
Self-employed	2%	3%	2%
Hair dresser/aesthetician	2%	2%	2%
Technical work	2%	3%	2%
Dishwasher	<1%	-	<1%
Fabric-related	<1%	-	<1%
Mechanic	1%	2%	1%
Carpenter	1%	1%	1%
Painter	1%	1%	1%
Security	1%	1%	1%
Recycling plant	<1%	1%	<1%
Other	5%	5%	4%
DK/NR	1%	1%	-

Source: Survey of Clients
Note: Respondents could choose more than one answer. Totals may sum to more than 100%.
Base: Asked of those who reported that they had worked in the past five years.

SA clients with a high school education (Grades 10 through 12) are more likely to work in manual labour, customer service, janitorial, or food service industries. Those who have some type of post-secondary education were more likely to have experience in office work or social work.

Table 35: Most common occupations			
	Grade 10-12 (n=603)		Grade 13+ (n=360)
Manual labour	22%	Clerical/office	17%
Cashier/sales clerk/customer service	14%	Social service work	11%
Janitorial/custodian	9%	Cashier/sales clerk/customer service	8%
Kitchen help/food preparation/waitress/bartender	9%	Manual labour	7%
Clerical/office	6%	Home care/nursing aide/LPN	6%
Home care/nursing aide/LPN	6%	Teacher's assistant	6%
Source: Survey of Clients			

3.5.3 SA clients with disabilities are slightly more likely to work part-time

On average, SA clients with disabilities worked 34 hours per week, while those without disabilities worked slightly more at 35 hours per week.

- Nine percent (9%) of those with disabilities worked 10 hours or less per week, compared to 7% of those without disabilities. Similarly, a higher proportion of SA clients with disabilities worked between 21 and 30 hours per week (18%), compared to 12% of those without disabilities.
- Those without disabilities are more likely to have worked more hours—between 31 and 40 hours per week (46% compared to 40%).

Table 36: Hours you work/worked in a week (SA clients with Grade 10 education or higher)			
	Overall (n=963)	No disability (n=530)	Disability (n=433)
10 or less	8%	7%	9%
11 to 20	12%	12%	12%
21 to 30	15%	12%	18%
31 to 40	43%	46%	40%
More than 40	15%	15%	14%
DK/NR	7%	8%	7%
Mean	**34.3**	**34.7**	**33.7**

Source: Survey of Clients
Note: Respondents could choose more than one answer. Totals may sum to more than 100%.
Base: Asked of those who reported that they had worked in the past five years.

3.5.4 SA clients with disabilities earn $1.08 less per hour than those without disabilities

On average, SA clients with disabilities reported earning an hourly wage of $8.85, while those without disabilities reported earning $9.93.

- Approximately one in five SA clients with disabilities reported earning minimum wage ($6.00) or less (19%). Twelve percent (12%) of those without disabilities earn this amount.
- One-third (32%) of those without disabilities reported earning more than $10.00 per hour, compared to 18% of those with disabilities.

Table 37: How much did you earn per hour?
(SA clients with Grade 10 education or higher)

	Overall (n=963)	No disability (n=530)	Disability (n=433)
$2.00 to $5.99	3%	3%	4%
Minimum wage ($6.00)	12%	9%	15%
$6.01 to $7.00	17%	17%	18%
$7.01 to $8.00	10%	11%	9%
$8.01 to $10.00	11%	11%	12%
More than $10.00	26%	32%	18%
Wage not hourly	12%	12%	13%
DK/NR	8%	5%	11%
Mean	**$9.47**	**$9.93**	**$8.85**

Source: Survey of Clients
Note: Respondents could choose more than one answer. Totals may sum to more than 100%.
Base: Asked of those who reported that they had worked in the past five years.

3.5.5 Those currently unemployed would prefer to work full-time

In order to leave SA and be able to cover the costs of living (rent, utilities, groceries) and other expenses (e.g., medical costs and daycare), many people would need to work full-time and earn more than minimum wage. Failing this, those who are able to work may choose to work part-time and supplement their SA.

When those who are unemployed were asked whether they would prefer full or part-time work, nearly two-thirds (62%) wanted full-time work. More than one in five (23%) wanted part-time work.

Of those currently unemployed but able to work, SA clients with disabilities want to work in some capacity in about equal numbers as SA clients without disabilities. Only 2% of those with or without disabilities reported that they do not want to work.

Table 38: If you could find employment, would you want a full-time or part-time job?
(SA clients with Grade 10 education or higher)

	Overall (n=548)	No disability (n=245)	Disability (n=303)
Either full-time or part-time	12%	11%	12%
Full-time only	62%	63%	62%
Part-time only	23%	22%	23%
No, do not want to work	2%	2%	2%
DK/NR	1%	1%	1%

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding.
Base: Asked of those who were unemployed at the time of the survey but were able to work.

Persons with and without disabilities would be willing to work at the same wage, close to $8.50 per hour. Approximately one-fourth of respondents said that minimum wage would be sufficient.

Table 39: Acceptable wages
(SA clients with Grade 10 education or higher)

	Overall (n=537)	No disability (n=239)	Disability (n=298)
Minimum wage	25%	22%	27%
$6.01 to $8.00	29%	32%	27%
$8.01 to $10.00	25%	26%	25%
More than $10.00	11%	11%	10%
DK/NR	10%	8%	11%
Mean	**$8.48**	**$8.55**	**$8.42**

Source: Survey of Clients.
Note: Totals may not sum to 100% due to rounding.
Base: Asked of those who were unemployed at the time of the survey but were able to work. Those who said that they did not want to work were excluded (see previous table).

3.5.6 Barriers to employment

Survey respondents were read a series of potential barriers to employment and were asked to indicate which would prevent them from working.[6] Overall, a higher proportion of SA clients with disabilities reported facing barriers to employment.

According to SA clients with disabilities, the most common barriers to employment are: a lack of jobs (46%), loss of health

[6] Items were rotated during the survey to eliminate any ordering bias. Those who said they were "unable to work" (n=96) were not asked these questions.

coverage (40%), inadequate training (42%), lack of transportation (37%), and a lack of on-the-job support for a physical condition (36%). Other barriers are as follows:

- More than one-third (35%) reported that losing SA income is a barrier to work.
- Thirty-one percent (31%) cited family responsibilities.
- Between one in four and one in seven respondents said that they have been victims of discrimination (23%), they do not have information about jobs (18%), or they worry about being isolated at work (14%).

SA clients without disabilities had some of the same concerns but to a much lesser degree.

- Nearly one-third (30%) said that their training was inadequate, 28% reported that there is a lack of jobs and that they have difficulties due to transportation, and 29% reported that family responsibilities present a barrier to employment.
- Nearly one-fifth (18%) worry about losing SA income or health benefits.

Table 40: Barriers to employment—reasons for not working
(SA Clients with Grade 10 Education or Higher)

	Overall (n=1052)	No disability (n=575)	Disability (n=476)
I feel my training is not adequate	36%	30%	42%
There are no jobs available	36%	28%	46%
I lack accessible transportation	32%	28%	37%
Family responsibilities prevent me	30%	29%	31%
Would lose health coverage	28%	18%	40%
Would lose income	26%	18%	35%
I will not have support for physical condition on the job	20%	7%	36%
Information about jobs is not accessible	17%	16%	18%
I have been the victim of discrimination	17%	12%	23%
I worry about being isolated by others	9%	5%	14%
Family/friends have discouraged me from working	6%	5%	6%
My caseworker discouraged me from working	3%	2%	4%

Source: Survey of Clients
Note: Respondents could choose more than one answer. Totals may sum to more than 100%.
Base: Respondents who are able to work.

Respondents were then asked to indicate which was the main barrier making it difficult for them to work. Approximately one in three (32%) could not single out any barrier as the main one.

Among those who could identify one main barrier, family responsibilities (15%) and lack of jobs (12%) were the two main factors when viewed from the perspective of the entire sample.

- SA clients with disabilities were more likely to cite inadequate training (12%), loss of health coverage (8%), and lack of support for a physical condition (6%) as the main factors.
- Those without disabilities were more likely to report that family responsibilities make it difficult to work (17%).

Table 41: Main factor that makes it difficult to work
(SA clients with Grade 10 education or higher)

	Overall (n=1,052)	No disability (n=575)	Disability (n=476)
None of these is a main factor	32%	40%	22%
Family responsibilities prevent me	15%	17%	12%
There are no jobs available	12%	10%	13%
I feel my training is not adequate	10%	8%	12%
I lack accessible transportation	8%	7%	9%
Would lose income	5%	5%	5%
Would lose health coverage	5%	3%	8%
I have been the victim of discrimination	5%	4%	5%
I will not have support for physical condition on the job	3%	1%	6%
Information about jobs is not accessible	2%	1%	3%
Family/friends have discouraged me from working	1%	<1%	1%
My caseworker discouraged me from working	1%	1%	1%
I worry about being isolated by others	<1%	-	<1%
DK/NR	2%	1%	3%

Source: Survey of Clients
Note: Respondents could choose more than one answer. Totals may sum to more than 100%.
Base: Respondents who are able to work.

When asked whether other barriers that make it difficult to work exist, most (67%) could not cite other barriers. SA clients with disabilities reported health as the other main barrier (12%), followed by physical and mental limitations (6% and 4% respectively), and workplace problems (4%).

Table 42: Other barriers
(SA clients with Grade 10 education or higher)

	Overall (n=1,052)	No disability (n=575)	Disability (n=476)
None, no other barriers	67%	73%	60%
Health is too poor/doctor directions	7%	2%	12%
Child care/family responsibilities	5%	6%	3%
Workplace problems	4%	4%	4%
Physical limitations	3%	1%	6%
Limited employment/work not suited	3%	3%	2%
Loss of SA benefits	3%	3%	3%
Mental limitations	2%	-	4%
Lack experience/no qualifications	2%	1%	3%
Lack education/training/have trouble reading	2%	2%	1%
Transportation problems	2%	2%	3%
Lack of funding	2%	1%	3%
Too old	1%	1%	<1%
Other	2%	3%	1%
DK/NR	1%	-	2%

Source: Survey of Clients
Note: Respondents could choose more than one answer. Totals may sum to more than 100%.
Base: Respondents who are able to work.

3.5.7 One in four reported having been refused employment due to a disability

We asked SA clients with disabilities who are able or willing to work whether they have ever been denied employment, a promotion, or access to training programs in the past five years because of a condition or health problem.

- Approximately one in four (26%) said they have been denied employment.
- Thirteen percent (13%) said they have been denied a promotion or access to training programs (12%).
- Over one-fourth (26%) said that their employment has been terminated due to a condition or health problem.

Table 43: In the past five years, do you believe that because of your condition or health problems, you have been refused...
(Disabled SA clients with Grade 10 education or higher)

	n	% (Yes)
Refused employment	476	26%
Refused a promotion	372	13%
Refused access to training programs	476	12%
Employment has been terminated	326	26%

Source: Survey of Clients
Base: a) Respondents with a disability were asked whether they had been denied employment and/or access to training.
b) Those who had previous employment were asked if they were denied a promotion.
c) Those who had worked at only one job in the last five years and were still employed there were not asked whether their employment had been terminated.

3.6 Desired workplace supports and modifications

3.6.1 Workplace modifications

Some people with disabilities are able to work without any additional supports. Others may require workplace supports to enable them to work either full or part-time.

For example, an individual with back problems may be unable to sit or stand for lengthy periods and may require a job with the flexibility to take breaks when required. An individual with schizophrenia may require certain work conditions that limit stress or allow him or her to work shorter hours. Without these modifications, some individuals are unable (or possibly unwilling) to work.

To gauge the type and degree of workplace supports required, we asked SA clients with disabilities:

- whether they require modified or different duties in order to work
- whether they require modified hours or work days or reduced work hours in order to work.

Nearly one-third said they require modified or different duties (31%), while four in ten require modified hours or work days or reduced work hours (40%).

Table 44: Because of your condition or health problem, would you require any of the following to be able to work? *(SA clients with Grade 10 education or higher)*	
	(n=476)
Modified or different duties	31%
Modified hours or days or reduced work hours	40%
Source: Survey of Clients Base: Respondents with a disability who are able to work.	

Those who said that they require modified or different duties (n=148) were then asked how their jobs need to change. Some cited physical adaptations, while others recommended changes to reduce mental strain.

- *Physical adaptations:* Among those who said they require modified or different duties (n=148), more than one in three (36%) said they are unable to do any physical labour or bending, while 14% said they need to be able to adopt a variety of positions or be able to stretch. Similarly, 11% said they could not sit or stand for long periods.

- *Psychological adaptations:* Among those who said they require modified or different duties (n=148), 10% said they need to work at a slow pace, with extra time to complete tasks, 9% said they need simplified duties, and a further 9% said they need flexible or limited hours/attendance.

Table 45: How would the job need to be changed? *(SA clients with Grade 10 education or higher)*	
	(n=148)
No heavy physical labour/no bending	36%
Need for variety of positions/need to stretch	14%
Need to sit/cannot stand long	11%
Slow pace/extra time to do things	10%
Simple/easy duties	9%
Accessibility	6%
No stress/work at home/no interaction with others	6%
Limited hours	5%
Frequent breaks	4%
Flexible attendance	4%
Extra training/continual training	4%
Employer support/understanding of condition	3%
Special computer/chair/etc.	1%
Not possible to work	<1%
Other	5%
DK/NR	13%
Source: Survey of Clients Note: Respondents could choose more than one answer. Totals may sum to more than 100%. Base: Respondents with a disability who are able to work and need modified duties.	

Those who said that they require modified hours or days or reduced work hours (n=190) were asked how their work should be modified to meet their needs.

- Among those who said they require modified hours or days or reduced hours (n=190), 56% said they require limited hours, while nearly one in five (19%) needs consistent daytime shifts.

Table 46: How would the job need to be changed? *(SA clients with Grade 10 education or higher)*	
	(n=190)
Limited hours	56%
Consistent day hours	19%
Flexible attendance	14%
Depends how I feel day to day	12%
Frequent breaks	3%
Employer support	1%
Other	2%
DK/NR	3%
Source: Survey of Clients Note: Respondents could choose more than one answer. Totals may sum to more than 100%. Base: Respondents with a disability who are able to work and need modified hours.	

3.6.2 Workplace supports

Persons with physical disabilities may require physical modifications to the workplace and/or accessible transportation to enable them to work. To gauge the level of support they require, we again asked respondents to identify the types of supports they would need.

- Nearly one-third (31%) said they require accessible transportation, while 18% require an accessible washroom.
- Thirteen percent (13%) require an accessible elevator or modified workstation, and 10% need appropriate parking (e.g., close to the building).
- Eight percent (8%) would require handrails or ramps.

Table 47: Because of your condition, would you require any of the following to be able to work?
(SA clients with Grade 10 education or higher)

	(n=476)
Accessible transportation	31%
Accessible washrooms	18%
Accessible elevator	13%
Modified workstation	13%
Appropriate parking	10%
Handrails, ramps	8%

Source: Survey of Clients
Note: Respondents could choose more than one answer. Totals may not sum to 100% due to rounding.
Base: Respondents with a disability.

Few respondents reported any other workplace requirements. Those who provided suggestions said they could use financial assistance (4%), help with transportation (3%), or more training/counselling/hands-on assistance, special equipment, or an understanding workplace (2% each).

Table 48: Is there any other assistance you require to be able to work? (SA clients with Grade 10 education or higher)	
	(n=476)
No/none	82%
Financial assistance/allowance	4%
Transportation	3%
Training/counselling/hands-on-assistance	2%
Special computer/chair/etc.	2%
Appreciative workplace/good boss	2%
Other	2%
DK/NR	5%

Source: Survey of Clients
Note: Respondents could choose more than one answer. Totals may not sum to 100% due to rounding.
Base: Respondents with a disability who are able to work.

3.6.3 Health services

SA recipients receive comprehensive health coverage, including coverage for prescription drugs, eye care, dental care, and medical supplies. Some on SA find it difficult to consider going off SA, as they would be unable to cover their medical costs without additional support/health coverage from their employer. If they are not covered under an employer health plan (as is the case in many small to medium-sized companies), individuals would need to earn enough income to make themselves self-sufficient. That said, many SA clients with disabilities lack the skills, education, and necessary work experience to compete for higher paying jobs. Additional challenges posed by their disabilities make this transition even more difficult.

We asked respondents whether they receive any health coverage other than the basic Saskatchewan Health benefits. In response, 24% of SA clients with disabilities and 34% of those without said they have additional coverage. This coverage was most often provided by an employer (35%), provincial SA (27%), federal government/Indian and Northern Affairs Canada (19%), or from an insurance company/Medicare (12%).

Most respondents are satisfied with the cost and availability of health coverage. Seventy-one percent (71%) of SA clients with disabilities and 81% of those without are either very satisfied or somewhat satisfied.

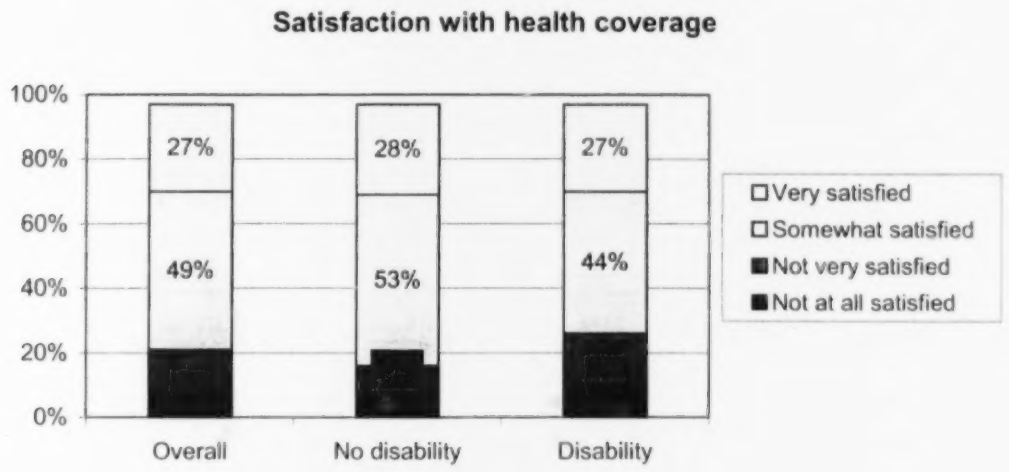


Figure 7

Table 49: How satisfied are you with the cost and availability of health coverage?
(SA clients with Grade 10 education or higher)

	Overall (n=1,148)	No disability (n=575)	Disability (n=572)
Not at all satisfied	8%	6%	10%
Not very satisfied	13%	10%	16%
Somewhat satisfied	49%	53%	44%
Very satisfied	27%	28%	27%
DK/NR	3%	3%	2%

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding.

Those who are dissatisfied were asked to explain why. The most common response was that "not all needs are covered" (cited by 50% of those with disabilities and 76% without disabilities). Others said that the full cost of medication is not covered, the plan is "not fair," there are long waiting lists for specialists, and doctors/specialists are too far away. Clients with disabilities are more likely to cite many of these problems, especially the distance they must travel to reach doctors or specialists.

Table 50: Why are you not satisfied?
(SA clients with Grade 10 education or higher)

	Overall (n=240)	No disability (n=92)	Disability (n=148)
Not all needs covered	60%	76%	50%
Full cost of medication not covered	20%	18%	22%
Not fair/cutting coverage	11%	9%	12%
Waiting list for specialists	9%	9%	9%
Doctors/specialists too far away	7%	<1%	11%
Other	3%	<1%	4%
DK/NR	5%	3%	6%

Source: Survey of Clients
Note: Respondents could choose more than one answer. Totals may sum to more than 100%.
Base: Respondents indicating "not very satisfied" and "not at all satisfied."

3.6.4 Transportation

Transportation is a central concern for those with a mobility disability. Some rely upon special transit to get to work, school, the grocery store, or the daycare. Special transit is typically more expensive than regular public transit, runs on a relatively fixed and limited schedule, and will often only carry the person with the disability and not their children. These barriers can make it difficult for people with a mobility disability to go to work or to even look for work, as they depend upon these services.

The survey found that one in ten SA clients with disabilities (10%) has difficulty using local transportation because of a health condition, compared to only 1% (n=3) of those without a disability. Among those who have difficulty using local transportation (n=59), approximately 65% of those with disabilities can access service in their area, and over one-third (37%) of these people reported that they need this service.

Table 51: Transportation supports
(SA clients with Grade 10 education or higher)

	n	No disability	Disability	Total
Do you have any difficulty using local public transportation services because of a health condition?	1,148	1%	10%	5%
There are specialized bus\van services for people who have difficulty using the regular transportation service; is this service available in your area?	59	6%	65%	62%
Do you need this service?	59	88%	37%	40%
Have you used this service?	10	-	62%	62%

Source: Survey of Clients

When viewed collectively, most respondents (60%) are satisfied with the cost and availability of transportation.

- Those who reported difficulty using local transportation due to a health problem (n=59, above) are less satisfied than the general population (33% were dissatisfied, compared to 24% of those who do not have difficulty using local transportation).

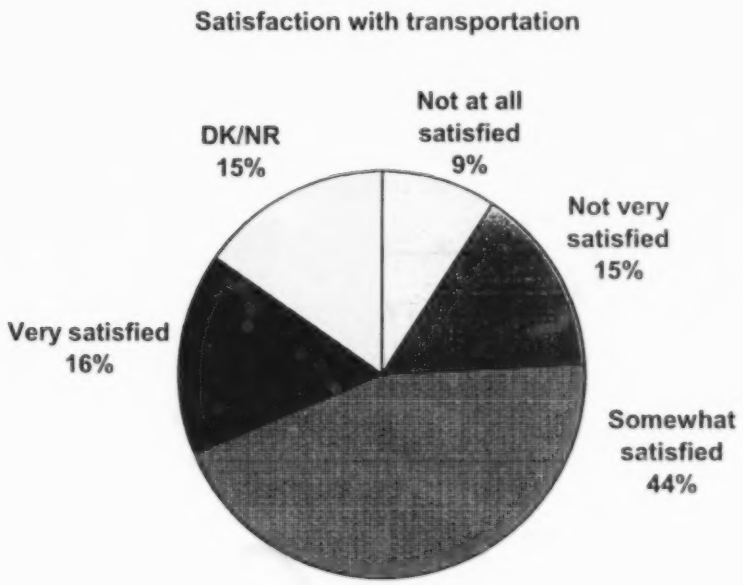


Figure 8

Table 52: How satisfied are you with the cost and availability of transportation?
(SA clients with Grade 10 education or higher)

	Overall (n=1,148)	No disability (n=575)	Disability (n=572)
Not at all satisfied	9%	9%	10%
Not very satisfied	15%	16%	14%
Somewhat satisfied	44%	43%	46%
Very satisfied	16%	17%	15%
DK/NR	15%	15%	15%

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding.

Among those who are dissatisfied, the main concerns are availability and cost. Thirty-seven percent (37%) of SA clients with disabilities and 49% of those without a disability reported that transportation is not available or that service is poor. Half (51%) of clients with disabilities said that transportation is too expensive, and an additional 11% specifically mentioned that bus passes and fares are too high. One-fourth (25%) of clients without disabilities agreed that transportation is too expensive, and an additional 10% mentioned the cost of bus passes and fares. One-third (30%) of those without disabilities said they have no money for gas or insurance, while 8% of those with disabilities cited this as a concern.

Table 53: Why are you not satisfied?
(SA clients with Grade 10 education or higher)

	Overall (n=280)	No disability (n=144)	Disability (n=136)
No public transportation/bus service poor	43%	49%	37%
Too expensive	37%	25%	51%
No gas money/no car insurance money	19%	30%	8%
Bus pass too expensive/fares too costly	10%	10%	11%
Too many people need the service/over-booked	1%	<1%	2%
Don't use it/don't need it	3%	<1%	5%
Other	<1%	<1%	<1%
DK/NR	1%	<1%	3%

Source: Survey of Clients
Note: Respondents could choose more than one answer. Totals may sum to more than 100%.
Base: Respondents indicating "not very satisfied" and "not at all satisfied."

3.6.5 Housing

Housing can also be very costly for SA clients with disabilities, particularly for those requiring supports inside the home (rails, special bathroom aids) or easy access (ramps).

Based on the survey, persons with and without disabilities live in the same types of accommodation. Seven in ten (71%) reported living in privately rented accommodations, while 16% own their own home. Clients with and without disabilities reported similar living arrangements overall, but SA clients with disabilities were slightly more likely to live with a parent or relative (7% compared to 4%).

Table 54: Which of the following describes where you live?
(SA clients with Grade 10 education or higher)

	Overall (n=1,148)	No disability (n=575)	Disability (n=572)
Privately rented accommodation	71%	74%	67%
Own home (condominium/townhouse/trailer/etc.)	16%	15%	18%
With parents or relative	6%	4%	7%
Public, non-profit, or community housing	4%	4%	5%
Rooming, boarding or lodging home	2%	2%	1%
Co-operative housing	2%	2%	1%
Group home	1%	<1%	1%
Temporary, transitional, or emergency housing	1%	1%	<1%
Other	<1%	<1%	1%
DK/NR	<1%	1%	<1%

Source: Survey of Clients
Note: Respondents could choose more than one answer. Totals may sum to more than 100%.

Approximately 58% of SA clients with disabilities and 67% of those without are satisfied with the cost and availability of housing. However, more than one-third of those with a disability are dissatisfied (38%), compared to 28% of those without a disability.

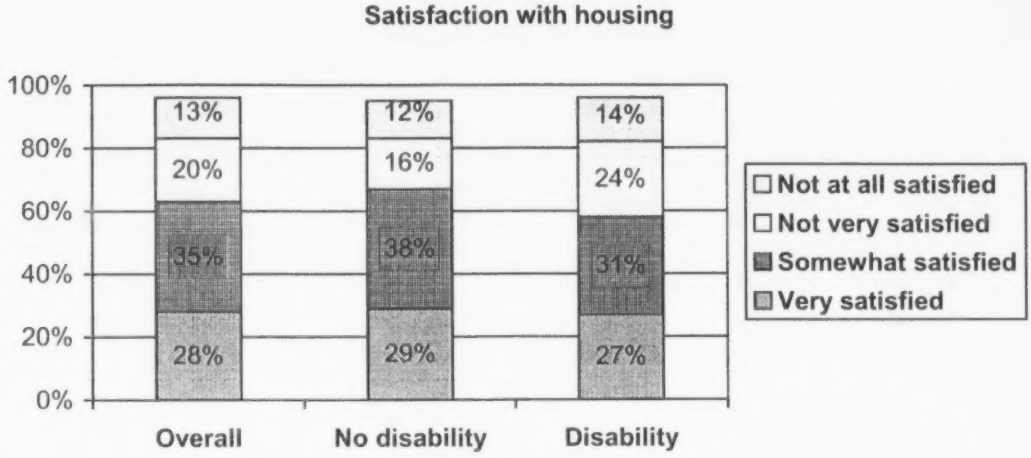


Figure 9

Table 55: How satisfied are you with the cost and availability of housing?
(SA clients with Grade 10 education or higher)

	Overall (n=1,148)	No disability (n=575)	Disability (n=572)
Not at all satisfied	13%	12%	14%
Not very satisfied	20%	16%	24%
Somewhat satisfied	35%	38%	31%
Very satisfied	28%	29%	27%
DK/NR	4%	4%	3%

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding.

Among those who are dissatisfied, the cost of housing was the main criticism (70%). In addition, 28% of respondents said that the cost of accommodation limits where they are able to live. A smaller proportion (23%) are dissatisfied with the waiting list for housing or the current availability of housing. Clients with and without a disability reported similar reasons for dissatisfaction, although clients with a disability were more likely to have special housing requirements, and those without disabilities were more likely to report difficulties finding or waiting for housing.

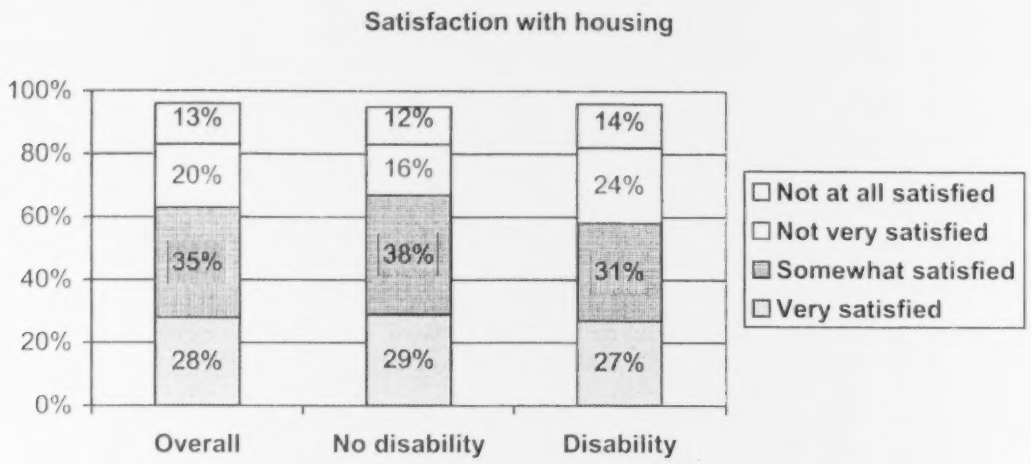


Figure 9

Table 55: How satisfied are you with the cost and availability of housing?
(SA clients with Grade 10 education or higher)

	Overall (n=1,148)	No disability (n=575)	Disability (n=572)
Not at all satisfied	13%	12%	14%
Not very satisfied	20%	16%	24%
Somewhat satisfied	35%	38%	31%
Very satisfied	28%	29%	27%
DK/NR	4%	4%	3%

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding.

Among those who are dissatisfied, the cost of housing was the main criticism (70%). In addition, 28% of respondents said that the cost of accommodation limits where they are able to live. A smaller proportion (23%) are dissatisfied with the waiting list for housing or the current availability of housing. Clients with and without a disability reported similar reasons for dissatisfaction, although clients with a disability were more likely to have special housing requirements, and those without disabilities were more likely to report difficulties finding or waiting for housing.

Table 56: Why are you not satisfied?
(SA clients with Grade 10 education or higher)

	Overall (n=379)	No disability (n=162)	Disability (n=217)
Housing too expensive	70%	68%	71%
Money limits where I can live	28%	27%	28%
Not enough housing/long waiting lists	23%	28%	20%
Have special requirements	3%	<1%	5%
Other	1%	<1%	1%
DK/NR	<1%	<1%	<1%

Source: Survey of Clients
Note: Respondents could choose more than one answer. Totals may sum to more than 100%.
Base: Respondents indicating "not very satisfied" and "not at all satisfied."

Synopsis of the Client Survey (1,148 respondents have a Grade 10 education or higher)

Demographics

SA clients with disabilities tend to:

- be older (most are between 35 and 49)
- be less likely to be Aboriginal
- be more likely to be single without dependent children
- be female
- have a low-income (less than $10,000 per year) and rely on SA
- rely on SA as their main source of income
- have a lower educational level (one-third report less than a Grade 12 education, compared to one-quarter of SA clients in general).

Nature of the disability – Self-reported disabilities:

- Nearly three in ten respondents reported having difficulty hearing, seeing, communicating, walking, climbing stairs, or doing similar activities of daily living.
- About one in five said that they have difficulties remembering or learning things, or have an emotional, developmental, or psychiatric disorder.
- About 6% stated they had a "severe limitation" at home or in school. Between one-quarter and one-fifth said that they were somewhat limited at these places.
- About 13% stated they were very limited at work, and a quarter reported being somewhat limited. Most who say they are very limited say they cannot work.
- Hearing, sight, and speech disabilities/conditions are more likely to have been a condition either since birth or during one's youth, while more than six in ten developed problems with mobility, flexibility, and pain after the age of 25.
- A majority (54%) of clients with disabilities have both physical and mental disabilities.

Of those with a disability:

- About one-quarter have a hearing disability or visual impairment (3% are legally blind). Some 15% have a speaking disability.
- Half said they have trouble walking, and 3% cannot walk at all. Half also have a flexibility/agility problem.
- Most reported that they suffer chronic pain.
- One-quarter reported a learning disability almost 30% reported confusion or memory problems; and 6% stated they have an intellectual disability.
- Finally, about four in ten respondents with a disability reported emotional, psychological, or psychiatric problems.

Synopsis of the Client Survey (continued)

Employment issues for disabled persons:

- Nearly one-quarter of SA clients with disabilities have not worked in the last five years, compared to one-tenth of SA clients without disabilities.
- Three-quarters of SA clients with disabilities have had a job in the past at any time, compared to 90% of SA clients without disabilities.
- SA clients with disabilities tended to leave work for health or disability reasons.

Barriers to employment:

- The most common barriers reported by clients with disabilities are lack of work, poor training, and inadequate health coverage (as the individual leaves SA).
- Other barriers include poor transportation, lack of support for physical condition, and loss of total financial benefits upon leaving SA (welfare wall).
- About thirty-one percent (31%) reported family responsibilities as a barrier.
- One in five worries about workplace discrimination, and 14% fear isolation.
- Clients without disabilities shared these concerns, but to a much lesser degree.

Workplace programs/policies:

- Between 30 and 40% of SA clients with disabilities require modified duties or altered hours to be able to work.
- A similar number said they need special transportation, and 10% need designated parking close to the place of work.
- Between 8% and 13% require modified/accessible washrooms or modified work stations (handrails, ramps, etc.).

3.7 Key findings

Key findings from the survey of clients with and without disabilities:

Demographic characteristics

- SA clients with disabilities are older than those without, with the majority being between the ages of 35 and 49.
- SA clients with disabilities are less likely to be Aboriginal.
- SA clients with disabilities are more likely to be single with children compared to clients without disabilities.
- Six in ten survey respondents are female. However, a slightly higher proportion of clients with disabilities are female, compared to clients without disabilities.

- SA clients with disabilities typically earn less than $10,000 per year.
- Most SA clients with disabilities relied on SA as their main source of income last year.

Nature of limitations of those with and without disabilities

- Nearly three in ten respondents reported having difficulty hearing, seeing, communicating, walking, climbing stairs, or doing similar activities.
- About one in five said that they have difficulties remembering or learning things, or have an emotional, developmental, or psychiatric disorder.
- Six percent (6%) reported that they are very limited at home, while nearly one-fourth said they are somewhat limited.
- Six percent (6%) said that they are very limited at school, while nearly one-fifth said they are somewhat limited.
- About one in seven said they are very limited at work, and nearly one in four are somewhat limited. Among those who said they are very limited at work, a majority (65%) said they are unable to work at all.
- Nearly one-third of respondents reported limitations in other activities such as travel, sport, or leisure.

Profile of respondents with physical disabilities

- One in four respondents with a disability reported having a hearing disability.
- More than one in four (27%) reported either having a visual disability (24%) or being legally blind (3%).
- More than one in seven (15%) said they have a speaking disability.
- More than half of respondents said that they are unable to walk (3%) or they have limited mobility (55%).

- More than half reported having a flexibility or agility problem.

- A vast majority of respondents with a disability said that they suffered from chronic pain (89%).

Profile of respondents with emotional/psychological disabilities

- One-fourth of SA clients with a disability reported having a learning disability, of whom half were told that they had this condition by a teacher or health professional.

- Nearly one-third (29%) reported having problems with confusion or having difficulty remembering.

- Six percent (6%) reported having a developmental disability.

- Four in ten respondents with any type of disability reported having an emotional, psychological, or psychiatric condition.

Sources of income

- Nearly two-thirds of SA clients with disabilities reported being on SA at the time of the survey, compared to four in ten SA clients without disabilities.

Approximately five in ten SA clients with disabilities had some income from wages (full or part-time) last year, compared to seven in ten clients without disabilities.

Education

- Approximately one-third of SA clients with disabilities reported having less than a Grade 12 education (completed Grade 10 or 11), compared to about one-fourth of persons without a disability.

Employment

- Nearly one in four SA clients with disabilities have not held any jobs in the past five years, compared to fewer than one in ten clients without disabilities. This supports the hypothesis that SA clients with disabilities have less past

labour market attachment and have a more difficult time finding work.

- Some 74% of SA clients with disabilities have held jobs. By comparison, 90% of SA clients without disabilities have worked in the past.

- Four in ten SA clients with disabilities who have worked in the past are still employed at their most recent job, compared to six in ten clients without disabilities. Overall, this means that one-third (31%) of those with disabilities are currently employed compared to more than one half (57%) of those without disabilities.

- SA clients with disabilities who left their jobs were more likely to have done so because of their disability or other health reasons.

- On average, SA clients with disabilities earn an hourly wage of $8.85, while those without disabilities earn $9.93.

Barriers to employment

- According to SA clients with disabilities, the most common barriers to employment are a lack of jobs, inadequate training, and the resulting loss of health coverage.

- Other barriers are as follows:

  - Over one-third cited lack of transportation, lack of supports for their physical condition, and loss of income support as barriers to employment.

  - Thirty-one percent (31%) are restricted by family responsibilities.

  - More than one in five (23%) said they are worried about being discriminated against in the workplace, and 14% worry about being isolated by others.

- SA clients without disabilities had some of the same concerns but generally to a much lesser degree.

- Respondents were asked to indicate which was the main barrier to their working. Approximately one in three did

not single out any barrier as the main one. Among those who identified a main barrier, the most often mentioned were family responsibilities, a lack of jobs, and inadequate training.

Workplace supports and modifications

- To gauge the type and degree of workplace supports required, we asked SA clients with disabilities: a) whether they require modified or different duties in order to work; and b) whether they require modified hours or work days or reduced work hours in order to work.
  - More than three in ten said they require modified or different duties (31%), while four in ten require modified hours or work days or reduced work hours (40%).
- Three in ten respondents said they require accessible transportation, and one in ten said they need appropriate parking (e.g., close to the building).
- Between 8% and 13% require an accessible washroom, an accessible elevator, a modified workstation, or aids like handrails or ramps.

Other supports

The survey found that one in ten SA clients with disabilities has difficulty using local transportation because of a health condition, compared to only 1% of those without a disability.

4.0 Severity of disability

4.1 Creating a severity index

As mentioned earlier (Section 2.1.3), the 1991 HALS survey rated disability severity on a three-point scale – mild, moderate, and severe. The scale was a composite score of 23 questions related to disabilities. Answers to were assigned points based on the amount of difficulty caused by the disability.

For this survey, we patterned our severity scale after HALS (see "Severity Methodology" in Appendix B for a complete description). The distribution of disability severity in the sample is shown in the figure and table below.

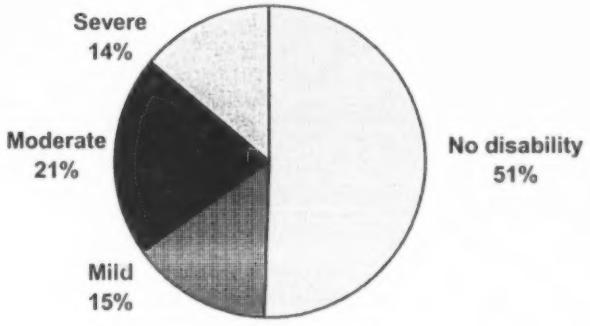


Figure 10

Table 57: Severity of disability—modified HALS scale (SA clients with Grade 10 education or higher)		
Severity scale	**Frequency (n=1,148)**	**%**
No disability	581	51%
Mild	173	15%
Moderate	237	21%
Severe	156	14%
Source: Survey of Clients Note: Totals may not sum to 100% due to rounding.		

You will note that slightly more respondents are classified as having "no disability" in this section of the report. This is because a small number of respondents (n=6, weighted) who self-identified as having a disability reported none of the limitations used to determine severity.

Before analyzing the data using the severity scale, there is one background point concerning the sample that the severity scale may help explain. Of the individuals surveyed, 428 (weighted) reported having a disability, although they are not coded by SAP as disabled. On the severity scale, these individuals tended to have mild (36%) or moderate (44%) disabilities. However, one-fifth of those not coded by SAP as disabled reported disabilities registering as severe on the modified HALS scale.

Table 58: Clients without a disability flag who self-report disabilities (n=428)

Database	Severity of disability—HALS		
	Mild (n=155)	Moderate (n=187)	Severe (n=86)
Not disabled	36%	44%	20%

Source: Survey of Clients

We used the modified HALS severity index to further analyze labour force attachment, barriers to employment, and the need for workplace supports. As expected, those reporting severe disabilities typically have less labour market attachment and require more workplace supports in order to work.

4.1.1 Summary

This section more closely examines the characteristics of clients with mild, moderate, or severe disabilities, and describes their different employment needs and experiences. When comparing the severity of disabilities, key findings are as follows:

Demographic characteristics

- Clients with severe disabilities tend to be older than those with milder disabilities.
- Clients with severe disabilities are most likely to have both physical and mental disabilities, and to have several types of these limitations.
- More clients with severe disabilities report incomes under $10,000 than those with milder disabilities or those without disabilities.

Employment

- Clients with severe disabilities are most likely to have been out of work for the last five years, and least likely to be currently employed. Clients with more severe disabilities are also more likely to report barriers to employment.
  - Those with severe disabilities are most likely to identify loss of health coverage or a lack of support for their physical condition as main barriers to employment.
- Clients with severe disabilities are also more likely to require supports to work, such as modified/different duties or modified/reduced work hours.

4.1.2 Demographic characteristics by severity

We see that SA clients without disabilities tend to be younger than those with disabilities. Among those with disabilities, clients with mild and moderate disabilities are 39 years of age, on average. The majority (62%) is between the ages of 35 and 49. Those with severe disabilities are 43 years of age, on average. More of these people are between 45 and 49 years of age.

Table 59: Age by severity
(SA clients with Grade 10 education or higher

	Overall (n=1,148)	Severity of disability—HALS			
		No disability (n=581)	Mild (n=173)	Moderate (n=237)	Severe (n=156)
18 to 24	7%	10%	6%	6%	2%
25 to 34	27%	34%	28%	23%	8%
35 to 44	38%	38%	38%	38%	41%
45 to 49	21%	14%	24%	24%	41%
50+	5%	4%	4%	8%	7%
DK/NR	1%	1%	<1%	2%	<1%
Mean	**38**	**36**	**39**	**39**	**43**

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding.

Surprisingly, respondents with disabilities frequently have more than one type of disability. As Table 60 (below) shows:

- A majority (54%) of clients with any type of disability have both a physical **and** a mental disability. Four in ten (42%) have a physical disability only, and relatively few (4%) reported a mental disability only.

- Clients with mild disability status were most likely to have a physical disability only (56%); another 35% had both physical and mental disabilities. Clients with moderate disability status were more likely to have both types of disability (58%), and clients with severe disability status were most likely to have both physical and metal disabilities (70%).

Note that six people who reported being disabled did not have any of the limitations used to classify disabilities by HALS and are coded as "non-disabled."

Table 60: Personal disability by severity
(SA clients with Grade 10 education or higher)

	Overall (n=572)	Severity of disability—HALS			
		No disability (n=6)	Mild (n=173)	Moderate (n=237)	Severe (n=156)
Mental disability only	4%	7%	9%	1%	2%
Physical disability only	42%	48%	56%	40%	29%
Both	54%	45%	35%	58%	70%

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding.
Base: Respondents with disabilities.

Clients may also have more than one type of physical or mental disability. As defined elsewhere in this report, physical disabilities include sight, hearing, mobility, flexibility or speech limitations, and chronic pain. Mental disabilities include memory problems/confusion; learning disabilities, developmental delays or disorders; and emotional, psychological, or psychiatric conditions.

Overall, 30% of respondents with a disability have between one and two limitations, 40% have three to four limitations, and 30% have between five and ten limitations. As expected, clients with a more severe disability status are more likely to have higher numbers of disabilities.

- Just 5% of clients with a mild disability status have five or more limitations.
- More than one-fourth (28%) of clients with moderate status have five or more limitations.
- A majority (62%) of those who have severe disabilities have at least five limitations.

Table 61: Number of disabilities by severity
(SA clients with Grade 10 education or higher)

	Overall (n=572)	Severity of disability—HALS			
		No disability (n=6)	Mild (n=173)	Moderate (n=237)	Severe (n=156)
1-2	30%	55%	68%	19%	2%
3-4	40%	45%	27%	53%	35%
5-6	21%	-	5%	25%	34%
7-8	8%	-	<1%	3%	25%
9-10	1%	-	-	-	3%

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding.
Base: Respondents with disabilities.

As reported earlier, clients with disabilities are likely to have lower incomes than those without disabilities. Similarly, approximately one-half (50% to 53%) of those with mild to moderate disabilities earn less than $10,000 per year, compared to six in ten (59%) of those with severe disabilities. Table 62 further describes how incomes vary among these groups.

Table 62: Income by severity
(SA clients with Grade 10 education or higher

	Overall (n=1,148)	Severity of disability—HALS			
		No disability (n=581)	Mild (n=173)	Moderate (n=237)	Severe (n=156)
Under $10,000	46%	39%	53%	50%	59%
$10,000 to $20,000	38%	42%	28%	41%	28%
$20,000 to $30,000	7%	8%	9%	3%	6%
$30,000 to $40,000	5%	6%	5%	1%	2%
$40,000 to $50,000	<1%	<1%	<1%		2%
Above $50,000	1%	1%	2%	2%	<1%
DK/NR	3%	3%	3%	3%	2%

Source: Survey of Clients
Note: Totals may not sum to 100% due to rounding.

4.1.3 Approximately one-third of those with a severe disability have not worked in the last five years

Almost all SA clients without disabilities (90%) have worked at some point in the last five years, and 57% are currently employed. SA clients with disabilities experience less attachment to the labour force. This difficulty with workforce attachment increases with the severity of the disability.

- Forty-five percent (45%) of those with a mild disability are currently employed, while 41% are unemployed but have worked at some time in the last five years. Few (14%) have not worked in the last five years.

- Approximately one-third (31%) of those with a moderate disability are currently employed, while 40% have past employment but are now unemployed. More than one-fourth (27%) have not worked at all in the last five years.

- Only 14% of those with a severe disability are currently working. Some 48% have worked at some point in the last

five years but are now unemployed. Approximately one-third (34%) have not worked at all in the last five years.

Table 63: In the past five years, how many different jobs have you had?
(SA clients with Grade 10 education or higher)

	Overall (n=1,148)	Severity of disability—HALS			
		No disability (n=581)	Mild (n=173)	Moderate (n=237)	Severe (n=156)
Has not worked in last five years	16%	8%	14%	27%	34%
Has worked – unemployed	38%	33%	41%	40%	48%
Currently employed	44%	57%	45%	31%	14%
DK/NR	2%	2%	1%	2%	4%
Mean	**2.28**	**2.50**	**2.3**	**2.04**	**1.8**

Source: Survey of Clients
Note: Total may not sum to 100% due to rounding.
Base: All respondents.

4.1.4 Loss of income/health coverage and lack of training/jobs are common barriers to employment

SA clients with disabilities face many common barriers to employment:

- SA clients with mild disabilities cited loss of health coverage (37%), loss of income support, lack of jobs, family responsibilities (34% each), or a lack of training (32%) as their main barriers to employment.
- SA clients with moderate disabilities have similar concerns, and cited a lack of jobs (53%) and inadequate training (45%) as their main barriers to employment. A large proportion also cited the need to have support for a physical condition at the workplace (41%) and accessible transportation (41%).
- SA clients with severe disabilities most frequently cited lack of support for a physical condition at the workplace (71%) as a barrier to employment. Other often-cited barriers were loss of health coverage (59%), inadequate training (55%), a lack of jobs (50%), loss of income (47%), and lack of accessible transportation (42%).

Table 64: Barriers to employment- reasons for not working
(SA clients with Grade 10 education or higher)

	Overall (n=1,052)	Severity of disability—HALS			
		No disability (n=581)	Mild (n=173)	Moderate (n=216)	Severe (n=82)
I feel my training is not adequate	36%	30%	32%	45%	55%
There are no jobs available	36%	28%	34%	53%	50%
I lack accessible transportation	32%	28%	32%	41%	42%
Family responsibilities prevent me	30%	28%	34%	30%	32%
Would lose health coverage	28%	18%	37%	37%	59%
Would lose income	26%	18%	34%	32%	47%
I will not have support for physical condition on the job	20%	7%	15%	41%	71%
Information about jobs is not accessible	17%	16%	16%	17%	24%
I have been the victim of discrimination	17%	12%	17%	26%	33%
I worry about being isolated by others	9%	6%	7%	13%	26%
Family/friends have discouraged me from working	6%	5%	7%	4%	11%
My caseworker discouraged me from working	3%	2%	4%	5%	5%

Source: Survey of Clients
Note: Respondents could choose more than one answer. Totals may sum to more than 100%
Base: Respondents who are able to work.

When asked whether any of these barriers was the main factor in making it difficult to find work, one in three said no. The other two-thirds cited similar main factors, with the concern over loss of health coverage and the need for physical accommodation in the workplace increasing with the severity of the disability.

- SA clients with mild disabilities were most likely to cite family responsibilities or a lack of jobs (14% each) or inadequate training (13%).
- The main barriers faced by SA clients with moderate disabilities are a lack of jobs (15%), and family responsibilities and inadequate transportation (12% each).
- SA clients with severe disabilities reported that the loss of health coverage (15%) and lack of support for their physical condition (13%) are their main concerns. They also reported a lack of training (12%).

Table 65: Main factor that makes it difficult to work
(SA clients with Grade 10 education or higher)

	Overall (n=1,052)	Severity of disability—HALS			
		No disability (n=581)	Mild (n=173)	Moderate (n=216)	Severe (n=82)
None of these is a main factor	32%	40%	25%	18%	21%
Family responsibilities prevent me	15%	17%	14%	12%	9%
There are no jobs available	12%	10%	14%	15%	7%
I feel my training is not adequate	10%	8%	13%	11%	12%
I lack accessible transportation	8%	7%	7%	12%	6%
Would lose income	5%	5%	4%	7%	7%
Would lose health coverage	5%	3%	4%	8%	15%
I have been the victim of discrimination	5%	4%	5%	6%	2%
I will not have support for physical condition on the job	3%	1%	2%	6%	13%
Information about jobs is not accessible	2%	2%	5%	1%	<1%
Family/friends have discouraged me from working	1%	1%	<1%	1%	<1%
My caseworker discouraged me from working	1%	1%	<1%	<1%	4%
I worry about being isolated by others	<1%	<1%	<1%	1%	1%

Source: Survey of Clients
Note: Respondents could choose more than one answer. Totals may sum to more than 100%
Base: Respondents who are able to work.

4.1.5 Most clients with severe or moderate disabilities require modified duties or hours in order to work

SA clients with severe and moderate disabilities are much more likely to require supports and/or job modifications in order to work.

- Three-quarters (75%) of SA clients with severe disabilities reported that they would need modified or different duties in order to work. Twenty-six percent (26%) of those with moderate disabilities and 17% of those with mild disabilities said they needed similar modifications.

- Two-thirds (65%) of SA clients with severe disabilities reported that they would need modified hours or days or reduced work hours. Forty-two percent (42%) of those with moderate disabilities and 26% of those with mild disabilities said they needed similar modifications.

- Half (50%) of SA clients with severe disabilities would require accessible transportation, and about four in ten would require supports such as modified workstations (48%), accessible elevators (43%), and accessible washrooms (39%).

Table 66: Because of your condition or health problem, would you require any of the following to be able to work?
(SA clients with Grade 10 education or higher)

	Severity of disability—HALS		
	Mild (n=173)	Moderate (n=216)	Severe (n=82)
Modified or different duties	17%	26%	75%
Modified/reduced work hours	26%	42%	65%
Handrails, ramps	2%	6%	25%
Appropriate parking	9%	6%	27%
Accessible elevator	6%	9%	43%
Modified workstation	2%	10%	48%
Accessible washrooms	11%	17%	39%
Accessible transportation	19%	34%	50%

Source: Survey of Clients
Note: Respondents could choose more than one answer. Totals may sum to more than 100%.
Base: Respondents with a disability. Six respondents were classified as having "no disability" using the severity index and have not been included in the table.

5.0 Case studies: individual accounts of barriers

We conducted ten in-depth interviews to assess at a more personal level the difficulties and barriers to work experienced by persons with disabilities. Summaries of each case study can be found in Appendix F.

Synopsis of 10 case studies

The case study participants face significant challenges:

- Most have life challenges that go beyond their disabilities. These include family dysfunction (parental alcoholism, mental illness, domestic violence, death of a parent while the participant was a child).
- Most also have multiple disabilities (one reported seven types of disabilities).
- Finding suitable employment with employers who are willing to assist with necessary accommodations is a challenge for these individuals.

The work experience reported by most participants was either low-skill or manual labour, and only two participants had worked in skilled or management-level jobs. Almost all of the participants either want work or expressed willingness to participants in training. Most also reported facing barriers and discrimination and believe that people either do not understand their situation or think they are faking it.

5.1 Profile of case study participants

We selected case study participants based on their phone interview. As far as possible, case study participants cover a range of disabilities, work and education experience, family status, and gender. Table 67 profiles the participants based on their survey responses. Unfortunately, we were unable to conduct an interview with someone with a hearing impairment.

Some case study participants gave answers in their in-person interview that differed from their survey responses. These differences do not appear to be significant; instead, they seem due to the more restricted format of the survey (e.g., the need to fit answers into defined categories).

Table 67: Profile of case study participants (based on the client survey)

Pseudonym	Reported disabilities	Education and training	Work experience (in last 5 years)	Family status
Carol	Psychological	Grade 12 with some additional training	Yes (2 jobs)	Single – with children
Irene	Sight	Grade 11 (currently upgrading to Grade 12)	Yes (1 job)	Single – no children
Lucy	Sight, mobility, flexibility, pain, psychological	Some university or college with additional training	None	Single – with children
Keith	Speech, flexibility, pain, psychological	University/college degree with some additional training	None	Single – no children
Lydia	Mobility, pain	Grade 10	Yes (1 job)	Single – with children
Luke	Mobility, pain, psychological	Grade 12 with some additional training	Yes (1 job)	Single – no children
Paul	Mobility, flexibility, pain	Grade 12	None	Couple – with children
Peter	Sight, speech, mobility, flexibility, pain, learning, psychological	Grade 11 with some additional training	None	Single – with children
Rebecca	Sight, mobility, flexibility, pain, psychological	Grade 12 with some additional training	Yes (2 jobs)	Single – no children

5.2 Overview of case studies

The case study participants represented a range of disabilities, and therefore, a range of causes. One-third (n=3) of the participants were involved in accidents that they feel either contributed to or caused their disabilities: two had on-the-job accidents, and one was involved in a car accident. Three participants have degenerative physical conditions that have been diagnosed, and another is currently trying to get the cause of her medical condition diagnosed. When interviewed in person, three participants reported that they experience some form of mental illness: two suffer from depression, and another believes his mental illness may

be caused by Fetal Alcohol Syndrome.[7] Two participants reported being born with their physical disabilities. One participant did not know what her disability was.

The case study participants faced significant challenges for a number of reasons. First, the majority of the case study participants have life challenges that go beyond their disabilities. Five of the nine participants have a family history of dysfunction (parental alcoholism, mental illness, and/or domestic violence). Two lost at least one parent before they were eighteen years old.

Second, seven of the nine case study participants have more than one disability, and one reported seven types of disabilities. Taken together, the participants averaged 3.4 disabilities per person. The participants have diverse disabilities, such as sight and mobility, speech and pain, or flexibility and psychological conditions.

Finding suitable employment with employers who are willing to assist with necessary accommodations would likely be difficult for a person with such varied disabilities. The experiences of the case study participants appear to support this view. Three of the five participants with work experience have only one disability or have related disabilities (e.g., mobility and pain). The one contrary case is Rebecca, who has had two jobs in the last five years but has five disabilities. However, Rebecca reports that many of her conditions have only become disabling recently. While the case studies cannot be used to generalize a wider population, it may be worth noting that those with work experience average 2.4 disabilities, and those without work experience average 4.75 disabilities.

The work experience reported by most participants was either low-skill or manual labour. Only two participants had worked in skilled or management-level jobs. Virtually all of the participants reported wanting to work and/or wanting to improve their employability through additional training. Most also reported facing barriers and believing that people either do not understand their disability or think they are faking it.

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[7] This is an example in which there is a significant difference between the surveys and the in-person interviews. In the in-person interviews, only three of the case study participants mentioned psychological problems, while six responded that they have "emotional, psychological, or psychiatric conditions that have lasted, or are expected to last, six months or more" when asked during the telephone survey. This is a situation in which the case study participants might not have felt comfortable discussing psychological issues in person but did not mind addressing the issues over the telephone.

6.0 Employer needs and perceptions

The survey of employers focused on employer needs (what supports or assistance would increase employer willingness to hire persons with disabilities) and employer perceptions (their conceptions and misconceptions of persons with disabilities, and their concerns in hiring persons with disabilities).

6.1 Profile of employers

Nearly 300 employers participated in this research, a response rate of approximately 50%. In addition, our recovered sample (completed and returned surveys) provides good representation across regions, industries, and firms of different size. The most important factor affecting response rates and representation of the true population is persistent follow-up. While a typical employer survey may garnish a 15-20% response rate, with follow-up we regularly reach response rates of 50%. This reduces non-response error and generally results in a recovered sample that more faithfully represents the population from which the sample was drawn.

6.1.1 Comparison with WCB database

PRA used the WCB database of Saskatchewan employers to construct the employer survey sample. The Workers' Compensation Act includes most employers in Saskatchewan; however, certain types of employers are excluded. For example, Indian bands or band endeavours on reserves, commercial fishing, and some kinds of farming (dairy, piggery, poultry) are excluded from the operation of the Act.[5]

The employers who responded to the survey closely represented the employers in the WCB database. The following tables compare respondents with the universe of employers in the WCB database along key demographic variables.

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[5] For a full list of the excluded industries and occupations, please see the Workers' Compensation Act Exclusion Regulations (Chapter W-17.1 Reg. 2, effective August 12, 1985), which can be found at http://www.wcbsask.com/About_Us/SWCB.html.

Table 68: Comparison by industry		
Industry	**WCB database**	**Survey respondents**
Service industry	29%	33%
Commodity retail	20%	24%
Government	7%	12%
Building construction	13%	9%
Manufacturing	6%	6%
Mineral development	6%	5%
Agriculture	5%	3%
Transportation	7%	4%
Forestry	2%	>1%
Road construction	5%	4%
Source: WCB database and Survey of Employers Note: Totals may not sum to 100% due to rounding.		

Table 69: Comparison by region*		
Region	**WCB database**	**Survey respondents**
Region 1 – North	2%	2%
Region 2 – Prince Albert	22%	20%
Region 3 – Saskatoon	30%	27%
Region 4 – Regina	29%	35%
Region 5 – Yorkton	17%	17%
Source: WCB database and Survey of Employers Note: Totals may not sum to 100% due to rounding. * Regions are identified by major centre but include surrounding areas as well.		

Table 70: Comparison by number of employees		
Region	**WCB database**	**Survey respondents**
None listed	24%	17%
One employee	24%	21%
2 to 5 employees	29%	29%
6 to 25 employees	17%	24%
26 to 100 employees	5%	5%
100+ employees	2%	5%
Source: WCB database and Survey of Employers Note: Totals may not sum to 100% due to rounding.		

The remaining discussion of employer profiles draws from the employer survey responses.

6.1.2 Employers are located in a variety of communities

Employer respondents are located in communities of various sizes. While about one-third (32%) of employers have main offices in Regina or Saskatoon, an equal number (32%) are located in towns with fewer than 1,500 inhabitants.

Table 71: Where is your company or organization's main office in Saskatchewan? (coded by population) (n=298)

Size of centre	Percent of respondents
150,000 plus (Regina and Saskatoon)	32%
32,000 – 149,999 (Prince Albert and Moose Jaw)	6%
15,000 – 31,999	3%
5,000 – 14,999	7%
3,000 – 4,999	5%
1,500 – 2,999	8%
1,000 – 1,499	6%
500 – 999	11%
Fewer than 500	15%
No response	2%

Source: Survey of Employers
Note: Totals may not sum to 100% due to rounding.

6.1.3 Retail and service industries were the most represented

In addition to employers from across the province, a wide variety of industries are represented in the employer survey results.

- The two main sectors are retail trade (17%) and service industries (excluding public administration) (14%).[9]
- Other major sectors include construction (9%), public administration (9%), and accommodation and food services (7%).

[9] Examples of businesses included in service industries (excluding public administration) are: automobile repair and maintenance, laundry, dry cleaners, hairdressers, funeral homes, photo-finishing, and religious organizations.

Table 72: What is your company or organization's primary business activity in Saskatchewan? (n=298)	
	%
Retail trade	17%
Other services (except public administration)	14%
Construction	9%
Public administration	9%
Accommodation and food services	7%
Health care and social assistance	6%
Agriculture	5%
Professional, scientific, and technical services	4%
Manufacturing	4%
Transportation and warehousing	4%
Mining and oil and gas extraction	4%
Finance and insurance	3%
Real estate and rental and leasing	3%
Educational services	3%
Information and cultural industries	2%
Management of companies or enterprises	1%
Administrative/support, waste management, and remediation services	1%
Wholesale trade	<1%
Arts, entertainment, and recreation	<1%
Forestry, hunting, and fishing	<1%
Other	1%
Source: Survey of Employers Note: Totals may not sum to 100% due to rounding.	

6.1.4 Respondents are small and expect few vacancies

Most (71%) employers who responded to the survey have ten or fewer full-time employees, while 12% are larger employers with more than 25 full-time employees. Over two-thirds of employers (87%) expect to have five or fewer vacancies in the next year. Few employers (6%) expect to employ more than ten new employees in the next year.

Table 73: Approximately how many employees does your company currently employ in Saskatchewan? How many vacancies does your company/organization expect to fill in the upcoming year? (n=298)			
	Full-time	Part-time	Vacancies
5 or less	54%	83%	87%
6 to 10	17%	7%	5%
11 to 25	14%	3%	3%
26 to 50	4%	4%	1%
More than 50	8%	2%	2%
No response	2%	1%	2%
Source: Survey of Employers Note: Totals may not sum to 100% due to rounding.			

6.2 Employers express caution in hiring persons with disabilities

Few employers have company policies that promote hiring persons with disabilities. Four out of five employers (81%) surveyed do not have employment equity programs.

6.2.1 One in five employers has hired a person with a disability in the past

One-fifth (20%) of employers have hired an employee with a disability in the last two years. Three-quarters (75%) of these employers have hired one or two employees with a disability, although some workplaces have up to eight employees with a disability.

Of the employers who have experience hiring a person with a disability, the majority (83%) reported that any future hiring decisions would depend on the individual and the specific nature of the disability. Employers who reported that their experience has made them *less* hesitant to hire a person with a disability (8%) are balanced by those who are now *more* hesitant (also 8% of respondents).

Among employers who had hired someone in the past with a disability (n=60), the individual situation remains the paramount consideration. When asked to give reasons for their hesitation in hiring someone with a disability, almost one-fifth of these respondents (17% of the 60) said that the reasons would *depend on the person* being considered for hire. Employers who reported

being hesitant offered reasons such as safety concerns (12%), increased costs (7%), lower productivity (5%), and supervision requirements (5%).

Table 74: If you would be hesitant to hire another person with a disability, please briefly state why. (n=60)	
	%
Depends on person	17%
Safety concerns	12%
Increased costs	7%
Lower productivity	5%
Need more supervision	5%
More absences	3%
Concern with accommodations	2%
Contractual constraints (union issues)	2%
Bad attitude	2%
Limited type of work	2%
Other	2%
No response	63%
Source: Survey of Employers Note: Respondents could provide more than one answer. Totals may sum to more than 100%. Base: Companies who have hired someone with a disability in the last two years	

6.2.2 Employers are least likely to hire persons who are blind or severely visually impaired

When asked whether their companies have jobs that a person with a certain disability could do, many employers responded affirmatively for the following disabilities:

- speech impairment (61%)
- mobility or agility impairment (with full use of arms and hands) (44%)
- deafness or hearing impairment (40%)
- limited or no use of legs (34%)
- learning disability (31%)
- intellectual disability (23%)
- mental health disability (20%).

At the same time, fewer than 1 in 10 employers identified jobs that could be done by someone who has limited or no use or their arms and/or hands, or someone who is blind or visually impaired.

Table 75: Are there jobs in your organization that can be done by someone with the following disabilities? (n=298)

	Yes	No	Don't know
Speech impairment	61%	23%	16%
Other mobility or agility impairments	44%	39%	17%
Deaf or hearing impaired	40%	46%	13%
Limited use or no use of their legs	34%	55%	12%
Learning disability (e.g., dyslexia, ADD)	31%	43%	26%
Intellectual disability	23%	47%	31%
Mental health disability	20%	47%	33%
Limited use or no use of their arms and/or hands	6%	77%	17%
Blind or visually impaired	6%	82%	12%

Source: Survey of Employers
Note: Row totals may not sum to 100% due to rounding.

6.3 Willingness to provide workplace supports

When hiring anyone, employers have to decide what supports or accommodation (if any) they will need to make for that individual.[10] Depending on the nature and severity of a disability, employers may need to make physical accommodations (e.g., accessible washrooms, technical aids) or change the work environment (e.g., redesign the job, provide flexible hours). From a policy perspective, it is important to know what changes employers are willing to make on their own, and which changes they would make if support (either financial or in-kind) is provided.

6.3.1 Employers are most likely to provide flexible hours or work days to accommodate a disability

Employers were first asked which supports they would be willing to provide on their own. Among those listed, employers are *very likely* or *somewhat likely* to provide the following:

- flexible hours/work days (68%)
- physical accommodations (53%)

[10] Even workers without disabilities require accommodation from an employer to meet family obligations for religious holidays, etc.

- redesign of job (47%).

Employers reported that they are *not very likely* to provide other supports, such as human supports (85%),[11] changes to job location (75%), communication services (75%),[12] technical aids (74%),[13] and retraining or reassigning employees (56%).

Table 76: How likely is your company to provide the following supports without financial help from an outside organization? (n=298)

	Very likely	Somewhat likely	Not very likely	Don't know
Human support	1%	8%	**85%**	6%
Communication services	2%	11%	**75%**	12%
Technical aids	2%	15%	**74%**	10%
Physical accommodation	20%	33%	**40%**	7%
Redesign of job	8%	39%	**44%**	9%
Flexible hours/work days	25%	43%	**28%**	5%
Change of job location	5%	15%	**75%**	5%
Retrain or reassign employees	3%	30%	**56%**	11%

Source: Survey of Employers
Note: Row totals may not sum to 100% due to rounding.

6.3.2 Employers are more likely to provide technical aids if given outside assistance

Employers were asked about their willingness to provide supports with financial help from an outside organization. For all of the listed supports, a higher proportion of employers were *very likely* or *somewhat likely* to provide the support if assistance were given.

The two supports most affected by external financial assistance are human supports and technical aids. With financial assistance, the number of employers *not very likely* to provide human supports dropped by 25% (85% to 60%). Financial assistance appeared to have the greatest effect on the provision of technical aids. The number of employers *not very likely* to provide technical supports dropped by 26% (74% to 48%) and the number *very likely* or *somewhat likely* to provide these supports more than doubled (from 17% to 44%). Financial assistance for physical accommodations

[11] Examples of human supports are readers, oral or sign language interpreters, or personal assistants.
[12] Examples of communication services are conversions of print to Braille, audiotape, or large print.
[13] Examples of technical aids are voice synthesizers, telecommunications devices for the deaf, or special computers.

also had a positive effect, raising the percentage of those *very likely* and *somewhat likely* from 53% to 67%.

Even with outside assistance, employers remain unlikely to provide certain assistance for a disabled worker. Well over half of employers are *not very likely* to provide the following supports:

- change of job location (65%)
- human support (60%)
- communication services (57%)
- retraining or reassigning employees (51%).

Two of these supports – changing the job location and retraining or reassigning employees – might be seen as internal company workforce decisions that cannot easily be affected by external incentive programs.

External financial incentives also do not make much difference for two other supports that could be categorized as internal company workforce decisions—flexible hours/work days and redesign of the job. These accommodations are ones that employers are most likely to provide themselves, and those employers *very likely* to provide these anyway are only slightly more likely to increase their commitment with outside financial assistance (from 25% to 28% for flexible hours/days and 8% to 18% for job redesign). These adjustments to work are a simple extension of the adjustment made for employees in general.

Table 77: How likely is your company to provide the following supports with financial help from an outside organization? (n=298)

	Very likely	Somewhat likely	Not very likely (*)	Don't know
Human support	9%	25%	**60%** *(85%)*	6%
Communication services	10%	26%	**57%** *(75%)*	7%
Technical aids	12%	32%	**48%** *(74%)*	8%
Physical accommodation	30%	37%	**26%** *(40%)*	8%
Redesign of job	18%	38%	**35%** *(44%)*	9%
Flexible hours/work days	28%	41%	**26%** *(28%)*	5%
Change of job location	9%	20%	**65%** *(75%)*	6%
Retrain or reassign employees	9%	31%	**51%** *(56%)*	10%

Source: Survey of Employers
Note: Totals may not sum to 100% due to rounding.
* Italics show percent "not very likely" without financial support from Table 76.

6.4 Employers prefer financial incentives

Employers prefer financial incentives to other kinds of assistance. When asked to rank the top three forms of assistance that would encourage them to hire persons with disabilities, half of the employers (50%) chose a wage subsidy. The next most popular program was financial assistance for education and training (42%). Thirty percent (30%) of employers ranked tax incentives as effective incentives for their company.

Financial incentives were not uniformly preferred to all other forms of assistance, however. For accommodations, employers slightly preferred in-kind services (35%) to monetary assistance (27%).

Post-hiring support for the employer, which many key informants considered critical, was ranked as the most effective form of assistance by only five percent (5%) of employers.

Table 78: Choose three of the supports listed below and rank those three supports in order of their effectiveness in encouraging your company or organization to hire persons with disabilities (rank 1, 2, 3 with 1 as most effective) (n=298)

	Rank 1	Rank 2	Rank 3	Rank 1-3
Wage subsidy	29%	12%	9%	50%
Financial assistance with additional education or training	14%	15%	13%	42%
In-kind support for accommodations	11%	13%	11%	35%
Tax incentives	6%	11%	13%	30%
Assistance with recruitment	12%	6%	10%	28%
Monetary assistance for accommodations	9%	12%	6%	27%
Post-hiring support for employer	5%	6%	6%	17%
Post-hiring support for employee	3%	5%	9%	17%
Assistance with interviewing	5%	4%	5%	14%
Training and education of staff	3%	4%	6%	13%
Information on accommodations	5%	3%	4%	12%
No response	13%	15%	16%	44%

Source: Survey of Employers
Note: Respondents could provide more than one answer. Totals may sum to more than 100%.

6.5 Employers want government to provide additional financial supports and community-based organizations to provide other types of supports

After ranking the employment supports noted above, employers were asked whether government or community-based organizations (CBOs) should provide these supports or whether no support is required.

Financial supports: Employers strongly believe that government, rather than CBOs, should provide financial assistance. The percentages of employers who feel that the government should provide the following financial supports break down as follows:

- financial assistance with education or training (78%)
- wage subsidy (77%)
- tax incentives for hiring (78%)
- monetary assistance for accommodations (66%).

Most employers also see in-kind support for accommodations as a government responsibility (69%).

Informational/educational supports: While employers were more divided on who should provide these programs, they prefer CBOs to the government. The percentages of employers who feel that CBOs should provide these services are as follows:

- assistance with recruitment (53%)
- training and education of current staff on disability issues (49%)
- assistance with knowing how to interview and interact with persons with disabilities (46%)
- information on accommodations (46%).

Post-hiring supports: Employers were also divided on who should provide post-hiring supports, preferring CBOs to the government by a slim percentage (by 1% for post-hiring support for employers and by 8% for post-hiring support for employees).

Table 79: Please indicate who you think should provide the following supports: (n=298)				
	Government	CBO	No support	DK/NR
Financial assistance with additional education and training	78%	19%	5%	14%
Wage subsidy	77%	9%	9%	13%
Tax incentives for hiring	78%	4%	8%	13%
Assistance with in-kind support for accommodations	69%	24%	3%	20%
Monetary assistance for accommodations	66%	17%	5%	22%
Post-hiring support for employer	42%	43%	9%	21%
Post-hiring support for employee	41%	49%	5%	21%
Training and education of current staff on disability issues	38%	49%	13%	16%
Assistance with recruitment	35%	53%	15%	16%
Information on accommodations	35%	46%	9%	22%
Assistance with knowing how to interview and interact with people with disabilities	27%	46%	20%	17%

Source: Survey of Employers
Note: Respondents could provide more than one answer. Totals may sum to more than 100%.

When employers were asked in an open-ended question what other supports should be provided by either the government or CBOs that would encourage them to hire persons with disabilities, the most frequently mentioned support was education for employers (about 13%).

6.6 Employer perceptions

The employer survey included a series of questions designed to explore employer perceptions about the potential advantages or disadvantages to hiring persons with disabilities. Employers were asked to consider the effects on their own companies or organizations of hiring persons with disabilities.

6.6.1 Employers say their workforce should reflect society

Almost two-thirds (65%) of employers agree it is important for their workforce to reflect society, and over half (57%) believe universal access in the workplace would benefit everyone. Of the potential advantages to hiring persons with disabilities included in the survey, these are the two that have the highest rate of agreement. They are also the two that do not specifically mention persons with disabilities.

When asked whether they agreed with other statements about hiring persons with disabilities, employer agreement hovered at about the 50% mark.

- A little over half (51%) of employers either strongly or somewhat agreed that employees with disabilities would "improve the public image of our company/organization" and "motivate other employees to do better" (50%).
- Nearly half (45%) agreed that employees with disabilities "would bring a diverse perspective that improves our workforce."
- The same proportion (45%) agreed with the statement: "Persons with disabilities would bring creative problem solving to our workforce because of their life experiences."
- Half of employers (50%) agreed with the statement: "Persons with disabilities have potential that is not being used by our company or organization."

Table 80: Thinking of your company or organization, indicate your level of agreement with the following statements: (n=298)

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	DK
Persons with disabilities have potential that is not being used by our company or organization	10%	40%	18%	11%	17%
It is important for our company/organization to have a workforce that reflects society	25%	40%	16%	6%	10%
Persons with disabilities would bring a diverse perspective that improves our workforce	14%	31%	21%	9%	23%
Persons with disabilities would bring creative problem solving to our workforce because of their life experiences	10%	35%	21%	8%	23%
Including those with disabilities in our workforce can improve the public image of our company/organization	16%	35%	17%	10%	20%
Employees with disabilities would, by their example, motivate other employees to do better	14%	36%	19%	8%	20%
Universal access in the workplace would benefit everyone	19%	38%	9%	5%	25%

Source: Survey of Employers
Note: Totals may not sum to 100% due to rounding. "No response" category is not included in table; it ranged from 5 to 3%.

6.6.2 Employers are concerned about the limited number of jobs that persons with disabilities could do at their company

Employers had many concerns about hiring persons with disabilities, although only two concerns were shared by over half of employers.

- Four out of five employers (83%) agreed (*strongly* or *somewhat*) with the statement "Persons with disabilities are more limited in the kinds of jobs they can do in our company/organization."
- Almost two-thirds of employers (60%) *strongly agreed* or *somewhat agreed* that persons with disabilities "would be more challenging to supervise than our employees without disabilities."

The responses to the two statements above indicate that employers have some concerns about persons with disabilities in the areas of capacity to do the work ("more limited in the jobs they can do") and potential human resource costs ("more challenging to supervise"). Employer concern dropped when they were asked to respond to other issues in these areas.

- *Capacity:* Half (50%) of employers strongly or somewhat agreed that persons with disabilities would "not be able to keep up with their co-workers."

- *Costs generally:* More than four in ten (43%) agreed that it would be more expensive for their company to hire persons with disabilities. Twenty-six percent (26%) of employers agreed that hiring persons with disabilities would increase the cost of their company/organization's benefit package and insurance. One-fourth (25%) fear lower overall productivity, and 15% think persons with disabilities would be more likely to miss work.

- *Discomfort:* Thirty-eight percent (38%) fear that "customers may feel more uncomfortable around persons with disabilities," and a similar proportion (31%) said that other employees may also feel "more uncomfortable."

- *Legal concerns:* Nearly one-third (31%) of employers agreed that "persons with disabilities will be harder for us to fire if it does not work out."

- *Safety concerns:* Just 23% of employers agreed that persons with disabilities "will be more likely to have on-the-job accidents" than are other employees.

Table 81: Thinking of the effect on your company or organization, indicate your level of agreement with the following statements: (n=298)					
	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	DK
Persons with disabilities are more limited in the kinds of jobs they can do in our company/organization	43%	40%	8%	1%	8%
Persons with disabilities would be more challenging to supervise than our employees without disabilities	21%	39%	20%	5%	12%
Persons with disabilities won't be able to keep up with their co-workers in the company/organization	17%	33%	21%	8%	17%
It will be more expensive for our company/organization to hire persons with disabilities	11%	32%	15%	9%	29%
Persons with disabilities will be more likely to have on-the-job accidents than our employees without disabilities	9%	14%	30%	21%	22%
Persons with disabilities will be harder for us to fire if it does not work out	9%	22%	25%	21%	21%
Persons with disabilities will reduce the overall productivity of our workplace	8%	17%	32%	18%	20%
Persons with disabilities will increase the cost of our company/organization's benefit package and insurance	8%	18%	17%	10%	43%
Our customers may feel more uncomfortable around persons with disabilities	7%	31%	28%	13%	18%
Persons with disabilities will be more likely to miss work than our employees without disabilities	5%	10%	30%	25%	27%
Our other employees may feel more uncomfortable around persons with disabilities	3%	28%	31%	20%	15%

Source: Survey of Employers
Note: Totals may not sum to 100% due to rounding. "No response" category is not included in table; it ranged from 4 to 3%.

6.7 Other comments

Respondents were asked to provide additional comments at the end of the survey, and many did so. Nearly half (48%) of the employers provided further insight into workplace concerns.

6.7.1 Concerns about capacity to do work

Sixteen percent (16%) of employers said that persons with disabilities would not have the capacity to do the work available in their companies. Most of these employers mentioned that their

workplace demands hard physical labour. Typical comments included:

"All jobs require manual labour with extensive mobility."

"The work we do requires a strong back."

"Our employees need to be physically able."

"Our jobs tend to be physically demanding."

6.7.2 Small size of workforce makes hiring difficult

Nine percent (9%) of employers feel that their small workforce makes it difficult for them to hire persons with disabilities. Comments included:

"Our company is too small to consider this type of venture. We do not have the facilities or time to spare."

"Companies with larger number of employees can accommodate the disabled because they can separate jobs out more. If you have a small employer like us who may have only one employee on shift, that person must be able to do several tasks ... therefore it is more difficult to accommodate employees with disabilities."

"Our company wouldn't have the capabilities to hire most disabled persons. We are a very small store."

Some employers (6%) commented on the advantages to hiring someone with a disability:

"A person with a disability makes a very committed employee."

"We have a special needs program for children and a volunteer with disabilities. Other children, staff, parents learn a lot through these experiences."

Table 82: Other comments (n=298)	
	%
Requirements of job make hiring persons with disabilities difficult	16%
Small size of workforce makes it difficult to hire person with disability	9%
Safety concerns	8%
Hiring decision depends on the disability	7%
Advantages to hiring persons with disabilities	6%
Need financial assistance	4%
Persons with disabilities require additional supervision	3%
Individual skills/attributes more important than disability	1%
Other comments	6%
No response	52%
Source: Survey of Employers Note: Respondents could provide more than one answer. Totals may sum to more than 100%.	

6.8 Observations

The rather large percentage of *don't know* responses (see Table 81 for example) probably indicates some reflection, rather than a simple avoidance of answering the question. If a certain segment of employers did not want to respond to perception questions, the *don't know* response rate should remain fairly constant across questions. Instead, in Table 81, *don't know* responses have a high of 43% and a low of 8%. This variation indicates that each item received consideration, and when a firm opinion could be offered, it was.

This suggests that many employers have not prejudged the potential advantages or disadvantages to hiring persons with disabilities. In such an environment, educational/information programs could have a significant impact in changing the employment prospects for persons with disabilities.

6.9 Key findings

Synopsis of employers survey (298 Respondents)

Key findings from the employer survey are as follows:

- One in five employers has past experiences hiring persons with disabilities. More employers reported having jobs that persons with speech, hearing, and mobility disabilities could do. Fewer employers believed they have jobs that can be done by someone with non-visible disabilities (learning, intellectual, mental health). Fewer than one in ten employers identified jobs that could be done by someone who has limited or no use of their arms and/or hands, or someone who is blind or visually impaired.

- Employers are most likely to accommodate employees with disabilities by providing flexible schedules, physical accommodations, or job redesign. Employers are not very likely to provide human supports, technical aids, or communication services.

- Financial incentives slightly increase the likelihood that an employer will provide supports and most reported that they are *not very likely* to provide human support, change the job location, retrain or reassign other employees, or provide communication services.

- Financial incentives (wage subsidies, financial assistance for providing technical aids, education and training, and tax incentives) received more support compared to other kinds of assistance. Post-hiring programs received a lukewarm response.

- Respondents believe that government and non-community-based organizations should provide financial supports for employers. Community-based organizations should provide informational/educational support.

- Many advantages to hiring persons with disabilities are seen by employers, especially the idea that it is important for their workforce to reflect society.

- Concerns exist that persons with disabilities would be more limited in the jobs they could do and would be more challenging to supervise. Some also expressed concern was that the worker with a disability would not match the performance of his or her co-workers.

When asked to give other comments, employers expressed concerns that persons with disabilities would not have the capacity to do the necessary work, especially physical labour. Another often—mentioned issue was the employer's capacity to absorb workers with disabilities—a small workforce appears to challenge management to accommodate the special needs of workers with a disability.

7.0 Perceptions of staff and stakeholders

The following are the main findings from the interviews with key informants. The list of key informants and the interview guide are in Appendix C. A more detailed discussion of the interview findings is included in Appendix D.

Barriers to employment

- The greatest barriers to leaving SA and becoming employed are poor transportation, low levels of education and training, and weak employment history.
- SA clients with disabilities face these barriers to a greater degree than SA clients without disabilities.
- Persons with multiple disabilities face even greater barriers, which is significant because most people with a disability have more than one.

Persons with non-visible disabilities, such as intellectual disabilities or mental illness, face the greatest barriers.

Interventions and supports: government

- Key informants did not have ideas for new services or programs but instead focused on improving and expanding existing services.
- Transitional supports from SAP to employment need to be improved by continuing health coverage; increasing earnings exemptions; extending the transportation allowance; and generally having a longer transitional period before benefits and income supports are removed.
- Many key informants spoke very favourably about the Supported Employment Program and want to see it expanded.
- Employability Assistance for People with Disabilities (EAPD) needs more funding. It is the one program that bridges supports from SAP to employment, but it commits all of its funding within a few months.

- Saskatchewan Employment Supplement does not adequately cover people with disabilities; it focuses more on families with children, and its monetary supplement is not sufficient for the higher living costs faced by SA clients with disabilities.

- Government programs are too bureaucratic and need to be more flexible. Their rules sometimes impede the provision of services.

- Service integration and integrated case management will improve service delivery to SA clients with disabilities. Fragmented service delivery is a major problem, causing clients to feel shuffled about in the system.

- Non-income supports should be decoupled from SA.

Interventions and supports: CBOs

- CBOs need better and more stable funding. Relying on short-term contracts makes planning and staff retention difficult.

- CBOs need to coordinate their efforts. Competition for funding and clients is detrimental to service delivery.

Employer perceptions

- Employers are most concerned about the costs of hiring someone with disabilities. They also have negative perceptions of SA clients with disabilities (poor attitude, unreliable) and are concerned that these employees do not have the skills to accomplish job tasks.

- There is no one type of employer most or least likely to hire SA clients with disabilities. Employers seen as most likely to hire someone with a disability are those who have had positive past experiences and those who are committed to employer equity. Key informants were split on whether large or small employers are more or less likely to hire a person with disabilities.

Employer incentives

- Education is the best method to encourage employers to hire SA clients with disabilities. This education should include: what it is like working with someone with a disability; what accommodations are necessary; and success stories from other employers. Some informants mentioned that one-on-one education works best.

- Financial incentives are necessary, but employers should be required to demonstrate a commitment to retaining the employee after the incentives end.

- On-the-job supports have proven successful in helping SA clients with disabilities remain in their jobs. These supports provide employers and employees with a sense of comfort that if problems arise, someone will help.

8.0 Final observations

This research lays the foundation for future policy work that will enable government to determine how supports for SA clients with disabilities can be more effectively delivered to help individuals gain and maintain attachment to the labour force. It also adds to the broader national discussion on disability issues by identifying the steps required to make both Saskatchewan and Canadian society as a whole more inclusive of persons with disabilities.

This research fulfils two objectives:

- It clarifies the range and types of disabilities that persons on SA have; the barriers that they face when trying to find employment; and the supports required to help them work.
- It represents employers' conceptions and misconceptions about SA clients with disabilities in the labour force; the assistance they require from government to hire persons with disabilities; and the extent to which they are willing and able to do so.

8.1 Selected observations

Several observations may be offered at this point.

All SA clients

The SA database does not record disability status in a manner that assists with policy development. As it is currently constructed, the SA database has a "disability flag," entered by social workers. In some cases, social workers ask clients to certify that they have a disability by providing a doctor's note. The database does not capture the type or severity of the disability, though social workers will likely note in their own files those who are able to work/take training and those who cannot. The survey also showed that there are individuals who are disabled but who do not have the "disability flag" on their record.

The SA database could be a more effective case management tool for persons with disabilities if Social Services maintained additional information on the nature of the disability.

Clients with disabilities

SA clients have a range of physical disabilities. The most common forms are pain, mobility, and flexibility-related disabilities. The vast majority (89%) of clients with disabilities reported chronic pain. More than half reported mobility (58%) and flexibility (53%) limitations. Approximately one-fourth have sight (27%) or hearing (25%) limitations, and 15% reported speech problems.

Emotional/psychological disabilities are also common. Of clients who reported disabilities, four in ten have an emotional, psychological, or psychiatric condition. Three in ten have confusion or memory problems, and one in four reported learning disabilities.

A majority of clients with disabilities face both physical and mental limitations. Few clients (4%) reported only a mental disability, but 42% reported only a physical disability. The remaining 54% reported having both physical and mental disabilities.

There are many SA clients with "mild" or "moderate" disabilities who are willing to work or are currently working. Overall, 74% of persons with disabilities reported having worked in the past five years, and one-third (n=176) are currently employed. Forty-five percent (45%) of those with "mild" disabilities are currently employed, along with 31% of those with "moderate" disabilities. This suggests that there are some who are able to work despite their disabilities.

Skill development is considered a barrier to employment by approximately four in ten SA clients with disabilities. This suggests that increased skills training may help some find work. That said, some clients with disabilities may also have difficulty taking training because of their disability. Providing supports while in training and modifying courses to meet one's specific needs may be required for some to complete their training.

Many SA clients with disabilities are concerned about maintaining health coverage and/or not winding up in a worse financial position if they find work. These concerns speak directly to the "welfare wall" issue. While many on SA may want to work, they are not willing to be economically disadvantaged by

it. Extending health supports outside of SA and examining earned income exemptions may help reduce this disincentive.

Some clients, especially those with severe or moderate disabilities, require supports in the workplace. Seven in ten clients with a severe disability said that not having support for their physical condition at the workplace was a barrier to employment, while four in ten with a *moderate* disability said that this was a barrier. As one might expect, this suggests that the more severe the disability, the more support that is required. That said, employers are not likely to provide human support without assistance from CBOs or CSCES offices.

Some SA clients, particularly those with severe disabilities, will require jobs where work hours and/or duties will be flexible or be modified to accommodate their disability. Approximately three in ten require modified duties, and four in ten require modified hours in order to work. Employers are more willing to accommodate persons with disabilities by making these adaptations. That said, if an employer must decide between an employee that does not require modifications and one that requires specialized accommodations, they may choose the former. Again, financial support from government either directly or through CBOs would encourage some to make these accommodations.

8.2 Conclusions

As this research shows, SA clients with disabilities present a range of challenges to overcome. While some SA clients with disabilities are job-ready and require relatively little or no support, others require jobs specifically tailored to their needs. Understanding the specific nature of a person's disability is paramount when designing supports/accommodations to meet these needs, as there is no generic solution. Providing more supports in the workplace or in training may be effective solutions, but they may also add cost.

The research also shows that employers can be encouraged to increase their commitment to hiring more persons with disabilities. A significant issue is that many employers have a small workforce and have a limited capacity to make adjustments to meet the needs of those with disabilities. Employers noted that certain disabilities are easier to accommodate (speech impediment, partial mobility) than others (visual impairments).

APPENDIX A

RESEARCH FRAMEWORK

RESEARCH FRAMEWORK

The framework outlines the research topics and main questions (see Table 1).

Table 1: Main Issues, questions and indicators needed

Topics	Research questions	Data sources/methodology
Client profiles	• What is the demographic profile of SA clients with disabilities who have at least a Grade 12 education and who are receiving provincial social assistance? (sex, age, family status, Aboriginal status, visible minority, housing) • Does the demographic profile of SA clients with disabilities differ from the overall profile of Saskatchewan residents with disabilities who have at least a Grade 12 education? • What is the range of disabilities of individuals receiving SA as defined in the Health and Activity Limitations survey? • How many SA clients with disabilities have more than one disability? • Are there people who are not coded by SA as having a disability?	• Program database (SA) • Statistics Canada - Census data - Health and Activity Limitations Survey (HALS) • SA clients survey - SA clients with disabilities - SA clients without disabilities
Utilization of income support programs	• To what extent do persons with and without disabilities utilize provincial social assistance? • To what extent do persons with and without disabilities utilize other income support programs? (CPP disability, Worker's Compensation, EI, etc.) • If individuals have received other types of income support, are they still receiving it? If not, why not? • Have individuals applied for other types of income support and been denied? If so, why?	• Program data bases (SA) • SA clients survey - SA clients with disabilities - SA clients without disabilities
Other income supports	• What other sources and levels of income did persons with and without disabilities have over the last two years (wages, self-employment, training-related, trust fund income, investment income, child maintenance, insurance settlements)?	• SA clients survey - SA clients with disabilities - SA clients without disabilities
Utilization of health services	• What health services do persons with and without disabilities access? • What health supports would persons with and without disabilities lose if they left provincial social assistance? • What health supports would persons with and without disabilities need if they left SA?	• SA clients survey - SA clients with disabilities - SA clients without disabilities • Sask. Health Administration records
Education and training	• Through what method do persons with and without disabilities achieve their Grade 12 education? • What types of post-secondary education do persons with and without disabilities have? Was the training targeted to individuals with disabilities (e.g., through the EADP) or the social assistance population in general? • How did a person support him/herself while in training? • Was the training completed? If not, why not? • Did the training lead to employment? • What types of further training, if any, do persons with and without disabilities require to secure employment?	• SA clients survey - SA clients with disabilities - persons without disabilities
Employment	• What is the employment history of persons with and without disabilities (type of employment, hours, wages) (current and past employment)? • Was the employment a result of any type of employment program? If so, which program? • Why did individuals leave employment? Was it directly related to a disability?	• SA clients survey - SA clients with disabilities - persons without disabilities • Employer survey • Employment agency interviews

Table 1: Main Issues, questions and indicators needed		
Topics	**Research questions**	**Data sources/methodology**
	• What, if any, supports or accommodations are in place at an individual's workplace? • Are persons with or without disabilities who are currently working experiencing any problems with their employment related to their disability? • Do persons with or without disabilities who are not currently employed want to work? If so, what types of employment do they want? If not, why not? • Are people with disabilities experiencing barriers to employment that are directly related to their disability? What are those barriers? What are the solutions? • Do persons with multiple disabilities experience different barriers to employment than persons with a single disability? What are the barriers? What are the solutions? • Are people with disabilities experiencing barriers to employment that are not directly related to their disability? What are the barriers? What are the solutions? • Are people without disabilities experiencing barriers to employment? What are the barriers? What are the solutions? • What is employers' understanding of what constitutes a disability? • Do employers feel there are any advantages/disadvantages in hiring employees with disabilities? • Do employers feel it is more expensive to hire SA clients with disabilities? • Do employers feel that SA clients with disabilities would "fit in" to their workplace? • What types of supports are needed to assist SA clients with disabilities to gain and maintain employment? Are there any supports required that are specific to certain types of disabilities? • Who should be responsible for providing these supports (government, CBOs, employers)?	
Employment – Employer perspectives	• Do employers feel there are any advantages/disadvantages in hiring employees with disabilities? • Do employers feel it is more expensive to hire SA clients with disabilities? • Do employers feel that SA clients with disabilities would "fit in" to their workplace? • How many employers have hired SA clients with disabilities? What types of disabilities do employees have? Have employers had to make accommodations for these employees? If so, what types of accommodations have been made? Are there costs associated with accommodations? • How many employers have not hired SA clients with disabilities? Why not? • Are employers aware of programs that may assist them in hiring and maintaining employees with disabilities?	• Employer survey • Employment agency interviews

APPENDIX B

SEVERITY METHODOLOGY

Severity Methodology

Statistics Canada verified PRA's interpretation of how the severity code for the HALS survey was constructed. Based on the HALS method for coding severity, PRA constructed the following methodology for coding severity:

Q1B, Q1C, Q1D, Q1E - 1 = 2 points, 2 = 1 point

Q5, Q10, Q11, Q15, Q20, Q21, Q22, Q26, Q27, Q28 - 3 = 2 points, 2 = 1 point

Q34 – 2 = 2 points, 3 = 1 point

Q4 – 1 = 4 points

Q9 – 1 = 6 points

Q19 – 2 = 8 points

Q39, Q41, Q43, Q45, Q50, Q51 – 2 = 2 points, 3 = 1 point

Total scale is 48 points

Based on HALS, an equivalent scale would be:

1 – 5 mild
6 – 12 moderate
13 – 48 severe

A Screener Questions

Scoring: 1 = 2 points, 2 = 1 point

Q1B. Does a physical or mental condition or health problem limit the kind or amount of activity you can do at home?

N=.....
Yes, very limited 1
Yes, somewhat limited 2
No, not limited 3
Don't Know 8
No Response 9

Q1C. Does a physical or mental condition or health problem limit the kind or amount of activity you can do at school?

N=.....
Yes, very limited 1
Yes, somewhat limited 2
No, not limited 3
Don't Know 8
No Response 9

Q1D. Does a physical or mental condition or health problem limit the kind or amount of activity you can do at work?

N=.....
Yes, very limited 1
Yes, somewhat limited 2
No, not limited 3
Don't Know 8
No Response 9

Q1E. Does a physical or mental condition or health problem limit you in other activities, such as travel, sports, or leisure?

N=.....
Yes, very limited 1
Yes, somewhat limited 2
No, not limited 3
Don't Know 8
No Response 9

NOTE: Q1D1 was not included in the HALS Scale -- It was asked if Q1D = 1. The question was created part way through survey, so some qualified participants (n=58) were not asked this question.

Q1D1. According to your doctor, does a physical or mental condition prevent you from working at all? (IF YES - Is this due to a condition that has lasted or is expected to last more than 6 months?)

N=.....
Yes, unable to work at all 1
No, able to work 2
Was not asked the question 3
Don't know 8
No response

B Physical Disabilities

Scoring: 2 = 1 point, 3 = 2 points

HEARING DISABILITIES

Q5. Do you have any difficulty hearing what is said in a conversation or over a telephone?

N=.....
Yes, a lot of difficulty 3
Some difficulty 2
No difficulty 1
Don't Know 8
No Response 9

VISUAL DISABILITIES

Q10. Do you have any difficulty seeing ordinary newsprint, even with glasses or contact lenses (if you usually wear them)?

N=.....
Yes, a lot of difficulty 3
Some difficulty 2
No difficulty 1
Don't Know 8
No Response 9

Q11. Do you have any difficulty clearly seeing the face of someone across the room (from 4 metres/ 12 feet), even with glasses or contact lenses (if you usually wear them)?

N=.....
Yes, a lot of difficulty 3
Some difficulty 2
No difficulty 1
Don't Know 8
No Response 9

SPEECH DISABILITIES

Q15. Do you have any difficulty speaking and being understood?

N=.....
Yes, a lot of difficulty.....3
Some difficulty.....2
No difficulty.....1
Don't Know.....8
No Response.....9

MOBILITY

Q20. Do you have any difficulty walking half a kilometre, or a quarter of a mile without resting (about three city blocks)?

N=.....
Yes, a lot of difficulty.....3
Some difficulty.....2
No difficulty.....1
Don't Know.....8
No Response.....9

Q21. Do you have any difficulty carrying an object of 5 kg or 10 pounds, like a bag of groceries, for 10 metres or 30 feet?

N=.....
Yes, a lot of difficulty.....3
Some difficulty.....2
No difficulty.....1
Don't Know.....8
No Response.....9

Q22. Do you have any difficulty standing for more than 20 minutes?

N=.....
Yes, a lot of difficulty.....3
Some difficulty.....2
No difficulty.....1
Don't Know.....8
No Response.....9

FLEXIBILITY AND AGILITY

Q26. The next questions deal with flexibility and agility. Remember, I am asking about difficulties that have lasted or are expected to last 6 months or more. Do you have any difficulty bending down and picking up an object from the floor (for example, a shoe)?

N=.....
Yes, a lot of difficulty.....3
Some difficulty.....2
No difficulty.....1
Don't Know.....8
No Response.....9

Q27. Do you have any difficulty physically getting out of bed?
N=.....
Yes, a lot of difficulty..... 3
Some difficulty..... 2
No difficulty..... 1
Don't Know..... 8
No Response..... 9

Q28. Do you have any difficulty using your fingers to grasp or handle an object (such as using pliers or scissors)?
N=.....
Yes, a lot of difficulty..... 3
Some difficulty..... 2
No difficulty..... 1
Don't Know..... 8
No Response..... 9

Scoring: 3 = 1 point, 2 = 2 points

Q34. Does this pain or discomfort reduce the amount or the kind of activity you can do?

N=.....
Yes, sometimes..... 3
Yes, often..... 2
No..... 1
Don't Know..... 8
No Response..... 9

Major physical disabilities

Note: A positive response to any of these questions resulted in a skip of other rated questions. I have assumed that a positive answer to these questions would mean that the skipped questions would also be answered as "a lot of difficulty" and given a score of 2 points for each missed question.

Scoring: 1 = 4 points, 1 skipped question

Q4. Do you use a hearing aid?
N=.....
Yes..... 1
No..... 2
Don't Know..... 8
No Response..... 9

Scoring: 1 = 6 points, 2 skipped questions

Q9. Have you been diagnosed by an eye specialist as being legally blind?

N= .....
Yes 1
No 2
Don't Know 8
No Response 9

Scoring: 2 = 8 points, 3 skipped questions

Q19. The next few questions are about your ability to move around, even when using specialized equipment such as a cane or crutches. Remember, I am asking about difficulties that have lasted or are expected to last 6 months or more. Are you able to walk?

N= .....
Yes 1
No 2
Don't Know 8
No Response 9

D Mental / Intellectual Disabilities

Scoring: 3 = 1 point, 2 = 2 points

Q39. Does this condition reduce the amount of activities you can do? (Learning disability)

N= .....
Yes, sometimes 3
Yes, often or always 2
No 1
Don't Know 8
No Response 9

Q41. Does this condition reduce the amount of activities you can do? (Memory difficulties)

N= .....
Yes, sometimes 3
Yes, often or always 2
No 1
Don't Know 8
No Response 9

Q43. Does this condition reduce the amount of activities you can do?. (Developmental disability)

N=.....
Yes, sometimes..... 3
Yes, often or always..... 2
No..... 1
Don't Know..... 8
No Response..... 9

Q45. Does this condition reduce the amount of activities you can do? (Emotional,psychological, or psychiatric)

N=.....
Yes, sometimes..... 3
Yes, often or always..... 2
No..... 1
Don't Know..... 8
No Response..... 9

E Social Limitations

Scoring: 3 = 1 point, 2 = 2 points

Q50. Do you require assistance doing day to day household activities, such as shopping, preparing meals or doing housework, because of a health condition?

N=.....
Yes, sometimes..... 3
Yes, often or always..... 2
No..... 1
Don't Know..... 8
No Response..... 9

Q51. Do you require assistance dealing with personal finances (e.g., paying bills, banking) because of a health condition?

N=.....
Yes, sometimes..... 3
Yes, often or always..... 2
No..... 1
Don't Know..... 8
No Response..... 9

APPENDIX C

LIST OF KEY INFORMANTS

KEY INFORMANTS

Table 1: Key informants - Employment Agencies / Community-Based Organizations	
Name	**Organization**
Ken Homenick	Saskatchewan Association of Rehabilitation Centres
Lissette Coulling	Saskatchewan Brain Injury Association
Pauletter Traynor	Saskatchewan Institute of Applied Sciences and Technology (SIAST)
Kevin Bolen	University of Regina
Lisa Brownestone	Career Headways
Dennis Tottenham	CNIB
George Thomas	Saskatchewan Deaf and Hard of Hearing Services Inc.
George Ward	Gary Tinker Federation for the Disabled
Dale Rempel	Learning Disabilities Association of Saskatchewan
Melissa Rezanoff	Neil Squire Foundation
Terry Gove	Cypress Hills Regional College
Bill Powalinsky	Saskatchewan Association for Community Living
Ian Wilkinson	Saskatchewan Abilities Council
Ericka Ellson	Multiple Sclerosis Society of Canada
Bart Abrahamson	Parkland Regional College
Bebe Ivanochko	Northlands Regional College
Mike Huck	Saskatchewan Council on Disability Issues
Launel Scott	SEARCHS
Kim McLeod	South Saskatchewan Independent Living Centre
Dave Nelson	Canadian Mental Health Association
Barb McLean	RSB
Marilynn Hedlund	Income security programs
Daryl Stubel	Office of Disability Issues
Larry Moffat	Community Living Division, Social Services
Pat LaPointe	Can-Sask Career and Employment Services (CSCES) – Saskatoon
Claudette Blanchette	CSCES – Saskatoon
Steve Jacobs	CSCES – Weyburn
Cathy Johnson	CSCES
Joanne Rieger	CSCES – Yorkton
Uttan Sthankiya	CSCES - Saskatoon

9.0

10.0

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14.0

15.0

16.0 APPENDIX D

KEY INFORMANT INERVIEWS: DETALED DESCRIPTION

1.0 Key informant interview findings

Thirty staff and stakeholders were interviewed using the key informant interview guide (see Appendix C for the guide and list of key informants). Interviewees represented the following groups:

- community-based organizations (n=14)
- Can-Sask Career and Employment Services (n=6)
- post-secondary educational institutions (n=6)
- government staff (n=4).

1.1 Barriers to employment

Key informants were asked to list what they considered to be the major barriers to leaving social assistance and becoming employed.

1.1.1 Multiple barriers exist to leaving social assistance and becoming employed

Key informants cited numerous barriers to leaving social assistance and becoming employed. Major findings are outlined below:

- Transportation is inconvenient and ineffective for SA clients with disabilities. Special transit rules can create additional barriers.
- SA clients with disabilities are more likely to have low levels of education and training. As a result, better transitional supports between secondary and post-secondary school are needed.
- Lack of childcare creates a barrier, although some believe this is less of an issue for SA clients with disabilities.
- A weak employment history is more prevalent among SA clients with disabilities.
- SA clients with disabilities are more likely to have low self-esteem, which causes them to have more difficulty seeking work.

- Employer attitudes and perceptions toward SA clients with disabilities create barriers. Lack of employer awareness of disability issues is as big a barrier as prejudice.

Table 1 shows the variety of barriers mentioned and summarizes respondents' comments.

Table 1: Main barriers to leaving social assistance and becoming employed

Barriers	Comments
Transportation (n=25)	• Scheduling is a problem and routes are not well organized. Buses are often late, making people late to work. • Rules for transit are counterproductive. For example, disabled parents cannot use special needs transit to take their children to daycare.
Education and training (n=24)	• The low level of education of many SA clients with disabilities creates barriers. • There is a need for better transitional supports between high school and post-secondary school (n < 5). • The rules for student loans are disincentives (n < 5). SA clients with disabilities are reluctant to take out student loans either because they have no guarantee of a job or if they do find employment, it usually does not pay enough to service their student loan debt.
Employment history (n=21)	• Many people with disabilities have a weak employment history. • Weak employment history is connected to other problems, such as low self-esteem (n < 5).
Childcare (n=18)	• While most key informants mentioned childcare as a barrier, a few (n < 5) disagreed, stating that SA clients with disabilities are usually single. • Lack of childcare is linked to a weak employment history, because it causes people to be late or miss work.
Lack of self-esteem, life skills (n=18)	• SA clients with disabilities have a higher incidence of abuse, suicide, substance abuse, etc. • Limited work experience coupled with low self-esteem compounds the problem; people with disabilities often see their limited work experience as demonstrating their inability to perform any jobs. • Self-image of SA clients with disabilities is often poor because they have been excluded and marginalized.
Discrimination or lack of awareness of employers (n=16)	• Employers' lack awareness of disability issues, as demonstrated by their concerns about accommodations and their fear of firing SA clients with disabilities (due to potential human rights issues) (n=6). • Employer discrimination against SA clients with disabilities creates barriers (n=7). However, it can be difficult to distinguish between systemic discrimination and decisions not to hire based on other factors (skill set, education, etc.).
Social assistance (n=11)	• SA clients with disabilities will need to make a substantial wage to offset the loss of benefits, which are particularly critical for them. • The loss of health care benefits is an especially strong disincentive. • SAP tries to help build independence for families, but SA clients with disabilities are not similarly covered. • SAP is not flexible. Sometimes there is seasonal or part-time work available, but people cannot take the jobs without jeopardizing their benefits.
Lack of personal support network (n=7)	• Internal supports from family and peer groups are often missing. SA clients with disabilities often do not have stable family or living situations.
Poor job market (n=6)	• The reasons given for this barrier were: the lack of full-time, lower skill jobs; the tight employment market; the high rate of unemployment in the North and rural areas.
Difficulties accessing job market (n=5)	• Many SA clients with disabilities lack knowledge about how to conduct a job search. This problem arises because they don't know what support is available, or are too intimidated by the system to find out about supports.
Other (n=12)	• Housing, lack of transitional support, lack of counselling support, and lack of knowledge of workplace norms.

1.1.2 SA clients with disabilities face the same barriers as others, but to a greater degree

Compared to SA clients without disabilities: Most key informants saw the barriers both populations face as the same, but believed that the disabled population faces these barriers to a greater degree (n=16). These informants cited barriers like education and training (SA clients with disabilities have lower levels) and employment history (SA clients with disabilities have less work experience).

Only two key informants felt that SA clients with disabilities do not experience any of these barriers differently from SA clients without disabilities (n=2).

Compared to those with multiple disabilities: Persons with multiple disabilities face these same barriers, but to an even greater degree (n=14). For example, someone with a physical disability is also likely to suffer from depression.

Multiple disabilities add complexity to the individual's situation by increasing the types of accommodations and support services needed from employers. Employers generally don't want to provide multiple accommodations, and attitudinal barriers are magnified with more disabilities.

Some barriers are unique: Key informants listed a few barriers as unique to SA clients with disabilities. These barriers concern the greater need for accommodations or special supports, prejudiced or unenlightened attitudes on the part of employers and the public, and personal issues, such as the low self-esteem and the social isolation of SA clients with disabilities.

1.1.3 Persons with non-visible disabilities face the greatest barriers

Persons with non-visible disabilities, such as intellectual disabilities or mental illnesses, face the greatest barriers to employment (n=12). Key informants gave a variety of reasons, including:

- employers are more afraid of persons with non-visible disabilities, believing them to be more violent
- employers have trouble understanding why accommodations are necessary and the types of accommodations needed (such as flexible hours and assignments)
- non-visible disabilities often require ongoing support, rather than a one-time payment (e.g., for building a ramp or buying equipment)
- the effects of the disability are more changeable (e.g., medications change or cease working).

1.1.4 Employers are not more or less likely to hire SA clients with disabilities on social assistance

There was no consensus on whether employers are more or less likely to hire SA clients with disabilities on social assistance than SA clients without disabilities.

- Many informants either felt that the hiring decision depended on the situation (the employer, the potential employee, and macro-economic issues), or they did not have the experience to give an opinion (n=10).
- Key informants who believe that employers are more reticent to hire SA clients with disabilities on social assistance cited employer discrimination and the cost of accommodations (n=9).

1.2 Interventions and supports required to achieve attachment to the labour force

Key informants reported that existing government interventions are effective at helping SA clients with disabilities become employed, but the existing services need to be expanded, improved, and reorganized. The government programs discussed below are described in more detail in Appendix D.

1.2.1 Certain government programs create disincentives to employment

Several key informants noted that SA clients with disabilities experience disincentives to leave social assistance differently from those without disabilities, because of their higher cost of living due to medical and equipment needs.

Saskatchewan Assistance Plan (SAP): Two key components of SAP create disincentives to obtaining employment: the loss of health coverage upon leaving SAP (n=17), and the level of earnings exemptions and income supports under SAP (n=13). Loss of health benefits is a particularly strong disincentive for SA clients with disabilities, since they have higher health care costs.

Provincial Training Allowance (PTA): As with SAP, several key informants considered PTA's earnings exemptions and income supports as disincentives (n=10).

Canada Pension Plan (CCP): The CPP's eligibility rules for disability support are a disincentive (n=11). Demonstrating eligibility is difficult: it requires showing that the disability is severe, and that the person cannot do any work. Once receiving disability benefits, recipients are hesitant to seek permission to work, because it will be difficult to regain disabled status if their disability worsens.

1.2.2 Government needs to expand and improve existing services

Rather than proposing new services, key informants focussed on expanding and improving existing services by increasing or continuing coverage for SA clients with disabilities who are moving to work.

Saskatchewan Assistance Plan: Informants suggested several improvements to SAP to better assist SA clients with disabilities who are moving from SAP to work.

- **Continuing health coverage.** Many informants suggested continuing health coverage under SAP for SA clients with disabilities after they have started a job (n=6). One suggested that SA clients with disabilities receive health

benefits for their first three to six months of employment, regardless of income.

- **Higher earning exemption**. SA clients with disabilities need additional earnings exemptions to compensate for higher costs due to their disability (equipment, medicines, etc.) (n=7). Key informants said that the earnings exemptions should be based on individual needs and not on categories of disabilities. The types of disabilities are too broad to easily collapse into group-levels of support (n=5).

- **Extending transportation allowance.** A few informants mentioned extending the transportation allowance to SA clients with disabilities who are employed, along with increasing the transportation allowance (n < 5).

- **Longer transitional period.** Key informants called for better transitional planning and a longer transitional period for SA clients with disabilities (n=14). Currently, no program exists with a clear mandate to provide transitional services. Allowing SA clients with disabilities to work and receive SAP was seen as a way to help build a cushion for the additional expenses they incur because of their disability (n=5).

Supported Employment Program (SEP): Several key informants wanted to expand SEP (n=11). The aspect of the program most frequently mentioned was on-the-job supports, such as the job coach. These types of supports are considered critical for reducing employer reluctance to hire SA clients with disabilities.

Employability Assistance for Persons with Disabilities Program (EAPD): While many key informants cited EAPD favourably as the only program available that helps bridge supports from SAP to employment (n=10), they also complained that it is under-funded (n=7), and that its programs should be expanded (n=9).

Saskatchewan Employment Supplement (SES): Several key informants liked the idea behind SES, but felt that it does not offer adequate support for SA clients with disabilities (n=7). SES does not provide additional support to compensate for the higher costs of a disability, and it is only open to families with children, while many SA clients with disabilities are single.

1.2.3 Government programs need more flexibility

Several informants expressed the need for more flexibility in programs. People need to be able to move in and out of programs more easily, and programs generally need to be more responsive to peoples' needs (n=10). Informants gave the following examples of the lack of flexibility.

1.2.4 Existing services should be better integrated

Many key informants commented that integrated services and integrated case management would make service delivery more holistic and rational (n=13). Only a few key informants proposed a specific method for integrating services. Some informants liked the single-window delivery model (n=4), while others feared that this model would create bottlenecks, result in poorer service, and reduce choice (n=2). A few made more specific suggestions.

- One informant proposed an inter-sectoral committee that would serve as a gatekeeper for the other services. This committee would ensure access to programs and facilitate the coordination of programs to assess common needs and decide how to allocate resources.

- Two other informants made a similar suggestion: a wrap-around model, where the relevant agencies would work together on behalf of the person with disabilities. Under this model, the "point" agency would shift as the child ages. In early childhood, it would be the agency through which the child entered the system, such as Social Services-Child Protection or Early Childhood Development. Once the child enters school, the point agency would be the school system. In adulthood, the Abilities Council, SARC, or Aids to Independent Living might service as the "point" agency.

1.2.5 Non-income supports should be decoupled from social assistance

Most key informants supported removing non-income supports from SAP but not from Social Services. The main issues raised by key informants were:

- **supports should be decoupled from SAP** (n=7). SAP can provide income supports, but other supports should be provided separately. One suggestion was to provide health benefits through the health care system. There was no consensus on how to determine the appropriate level of supports once they are no longer tied to SAP. Suggestions were: capacity and willingness to work (n < 5); an individual's needs (n < 5); and income level (n < 5).

- **supports should remain in Social Services** (n=6). A special directorate for SA clients with disabilities does not serve the idea of citizenship (n=5). In addition, creating a new agency would cost more money and reduce the funds available for the programs themselves (n < 5).

1.2.6 Barriers to the provision of services by community-based organizations

Key informants mentioned a number of barriers to the provision of services by community-based organizations (CBOs).

- **Insufficient funding** (n=10): Government has cut funding while increasing the number of people and services it expects CBOs to handle.

- **Fragmented services** (n=10): The lack of coordination means that client needs are not met and resources are not allocated efficiently. Competition for both funding and the provision of services among CBOs is detrimental to service delivery. Coordination should be a more formal process, and should done at the community level.

- **Lack of stable funding** (n=7): Unstable funding makes planning and keeping staff difficult. A few informants noted with approval PSEST's move to three-year funding and more transparent funding decisions.

1.3 Employer concerns and needs in hiring SA clients with disabilities

1.3.1 Employer concerns centre on costs and negative perceptions

Key informants believe that employers hesitate to hire SA clients with disabilities primarily because of their concerns regarding the costs of hiring a person with disabilities (n=22), their lack of ability to accomplish job tasks (n=9), and the negative perceptions of employers toward workers with disabilities (n=14). Costs include both the cost of accommodations, and the perceived cost to productivity. Negative perceptions include employer prejudices toward SA clients with disabilities, as well as their lack of understanding of disability issues.

1.3.2 There is no one type of employer most likely to hire SA clients with disabilities

There was no consensus among key informants about the type of employers that would be more or less likely to hire SA clients with disabilities. Five (n=5) key informants could not answer the question because they felt the response depended too much on the individual employer. Most informants, however, expressed some ideas on who would or would not hire SA clients with disabilities.

Those that were said to be more likely to hire included:

- employers that have either had a good experience with hiring a person with disabilities or can see the potential benefits (n=6)
- employers that are committed to employment equity (n=6)
- employers in small towns or rural area because they are more attached to the community (n=3)
- employers with certain types of jobs (repetitive tasks; service industry such as hospitality, tourism, and food; computer-based jobs) (n=4)

Those that were said to be less likely to hire included:

- employers with unions (n=3), because providing flexibility with job duties is more difficult
- government (n=3)
- certain jobs that are high-risk or high-skill (n=3)

Small businesses

- Some key informants thought small business would be more likely to hire SA clients with disabilities because they can tailor work and make accommodations easier and because they are more committed to the community (n=5).
- However, other key informants thought small employers are less likely to hire SA clients with disabilities, because their jobs involve multiple tasks (n=6).

Large businesses

- Some key informants believed that large employers are more likely to hire SA clients with disabilities, because they can more easily make accommodations (n=4).
- Other informants felt that large employers are too bureaucratic, and therefore less likely to hire SA clients with disabilities (n=3).

1.3.3 Education is the best method to encourage employers to hire SA clients with disabilities

Key informants almost unanimously reported that education about disabilities is necessary to encourage employers to hire SA clients with disabilities (n=27). Their suggestions are as follows:

- educate employers on what it is like having an employee with a disability (n=5)
- educate employers on what accommodations are necessary (n=4)
- educate employers one-on-one rather than en masse (n=4)
- educate employers about success stories, not barriers (n=4). One informant's experience was that focusing on the disabilities creates more concern.

1.3.4 Financial incentives are appropriate only if the employer demonstrates a commitment to retain the employee

Most key informants thought that financial incentives are needed to encourage employers to hire SA clients with disabilities (n=21), but almost half wanted financial incentives to be contingent on the employer's demonstration of some commitment to retaining the employee after the financial incentive ends (n=10).

Four key informants (n=4) rejected the use of financial incentives, because employers do not retain the employee after wage subsidies end. One key informant would only support financial assistance for adaptive equipment and not for wages, because of the concern

that the employer does feel a commitment to the employee on a wage subsidy.

Most key informants supported direct assistance for providing accommodations (n=15). Only one key informant felt that employers should provide these supports on their own.

1.3.5 Other possible incentives

Many key informants mentioned the importance of on-the-job supports as a way to encourage hiring and retaining SA clients with disabilities (n=11). The model of SEP, with its job coaches and long-term commitments to the employer and employee, were roundly praised.

Key informants were divided on community recognition. Nine (n=9) supported the use of community recognition to encourage hiring. Four key informants (n=4) opposed the use of community recognition, stating that employers should not be rewarded for treating SA clients with disabilities as equals.

1.4 Summary

The following are the main findings from the interviews with key informants.

Barriers to employment

- The greatest barriers to leaving social assistance and becoming employed are: poor transportation, low levels of education and training, and weak employment history.
- SA clients with disabilities face these barriers to a greater degree than SA clients without disabilities.
- Persons with multiple disabilities face even greater barriers, which is significant because most people with a disability have more than one.
- Persons with non-visible disabilities, such as intellectual disabilities or mental illness, face the greatest barriers.

Interventions and supports: government

- Key informants did not have ideas for new services or programs, but instead focused on improving and expanding existing services.
- Transitional supports from SAP to employment need to be improved by: continuing health coverage; increasing earnings exemptions; extending the transportation allowance; and generally having a longer transitional period before benefits and income supports are removed.
- Many key informants spoke very favourably about the Supported Employment Program, and want to see it expanded.
- EAPD needs more funding, it is the one program that bridges supports from SAP to employment, but it commits all of its funding within a few months.
- Saskatchewan Employment Supplement does not adequately cover people with disabilities; it focuses more on families with children, and its monetary supplement is not sufficient for the higher living costs faced by SA clients with disabilities.
- Government programs are too bureaucratic and need to be more flexible. Their rules sometimes impede the provision of services.
- Service integration and integrated case management will improve service delivery to SA clients with disabilities. Stovepipes are a major problem, causing clients to feel shuffled about in the system.
- Non-income supports should be decoupled from social assistance.

Interventions and supports: CBOs

- Community-based organizations need better and more stable funding. Relying on short-term contracts makes planning and staff retention difficult.

- Community-based organizations need to coordinate their efforts. Competition for funding and clients is detrimental to service delivery.

Employer perceptions

- Employers are most concerned about the costs of hiring someone with disabilities. They also have negative perceptions of SA clients with disabilities (poor attitude, unreliable) and are concerned that these employees do not have the skills to accomplish job tasks.

- There is no one type of employer most or least likely to hire SA clients with disabilities. Employers seen as most likely to hire someone with a disability are those who have positive past experiences, and those committed to employer equity. Key informants were split on whether large or small employers are more or less likely to hire a person with disabilities.

Employer incentives

- Education is the best method to encourage employers to hire SA clients with disabilities. This education should include: what it is like working with someone with a disability; what accommodations are necessary; and success stories from other employers. Some informants mentioned that one-on-one education works best.

- Financial incentives are necessary, but employers should be required to demonstrate a commitment to retaining the employer after the incentives end.

- On-the-job supports have proven successful in helping SA clients with disabilities remain in their jobs. These supports provide employers and employees a sense of comfort that if problems arise, someone will help.

Thirty staff and stakeholders were interviewed using the key informant interview guide (see Appendix D). Interviewees represented the following groups:

- community-based organizations (n=14)
- Can-Sask Career and Employment Services (n=6)
- post-secondary educational institutions (n=6)
- government staff (n=4).

1.5 Barriers to employment

1.5.1 Multiple barriers exist to leaving social assistance and becoming employed

Key informants cited numerous barriers to leaving social assistance and becoming employed. Major findings are outlined below:

- Transportation is inconvenient and ineffective for SA clients with disabilities. Special transit rules can create additional barriers.
- SA clients with disabilities are more likely to have low levels of education and training. As a result, better transitional supports between secondary and post-secondary school are needed.
- Lack of childcare creates a barrier, although some believe this is less of an issue for SA clients with disabilities.
- A weak employment history is more prevalent among SA clients with disabilities.
- SA clients with disabilities are more likely to have low self-esteem, which causes them to have more difficulty seeking work.
- Employer attitudes and perceptions toward SA clients with disabilities create barriers. Lack of employer awareness of disability issues is as big a barrier as prejudice.

Table 2 shows the variety of barriers mentioned and summarizes respondents' comments.

Table 2: Main barriers to leaving social assistance and becoming employed

Barriers	Comments
Transportation (n=25)	• Scheduling is a problem and routes are not well organized. Buses are often late, making people late to work. • Rules for transit are counterproductive. For example, disabled parents cannot use special needs transit to take their children to daycare.
Education and training (n=24)	• The low level of education of many SA clients with disabilities creates barriers. • There is a need for better transitional supports between high school and post-secondary school (n < 5). • The rules for student loans are disincentives (n < 5). SA clients with disabilities are reluctant to take out student loans either because they have no guarantee of a job or if they do find employment, it usually does not pay enough to service their student loan debt.
Employment history (n=21)	• Many people with disabilities have a weak employment history. • Weak employment history is connected to other problems, such as low self-esteem (n < 5).
Childcare (n=18)	• While most key informants mentioned childcare as a barrier, a few (n < 5) disagreed, stating that SA clients with disabilities are usually single. • Lack of childcare is linked to a weak employment history, because it causes people to be late or miss work.
Lack of self-esteem, life skills (n=18)	• SA clients with disabilities have a higher incidence of abuse, suicide, substance abuse, etc. • Limited work experience coupled with low self-esteem compounds the problem; people with disabilities often see their limited work experience as demonstrating their inability to perform any jobs. • Self-image of SA clients with disabilities is often poor because they have been excluded and marginalized.
Discrimination or lack of awareness of employers (n=16)	• Employers' lack awareness of disability issues, as demonstrated by their concerns about accommodations and their fear of firing SA clients with disabilities (due to potential human rights issues) (n=6). • Employer discrimination against SA clients with disabilities creates barriers (n=7). However, it can be difficult to distinguish between systemic discrimination and decisions not to hire based on other factors (skill set, education, etc.).
Social assistance (n=11)	• SA clients with disabilities will need to make a substantial wage to offset the loss of benefits, which are particularly critical for them. • The loss of health care benefits is an especially strong disincentive. • SAP tries to help build independence for families, but SA clients with disabilities are not similarly covered. • SAP is not flexible. Sometimes there is seasonal or part-time work available, but people cannot take the jobs without jeopardizing their benefits.
Lack of personal support network (n=7)	• Internal supports from family and peer groups are often missing. SA clients with disabilities often do not have stable family or living situations.
Poor job market (n=6)	• The reasons given for this barrier were: the lack of full-time, lower skill jobs; the tight employment market; the high rate of unemployment in the North and rural areas.
Difficulties accessing job market (n=5)	• Many SA clients with disabilities lack knowledge about how to conduct a job search. This problem arises because they don't know what support is available, or are too intimidated by the system to find out about supports.
Other (n=12)	• Housing, lack of transitional support, lack of counselling support, and lack of knowledge of workplace norms.

1.5.2 SA clients with disabilities face the same barriers as others, but to a greater degree

Compared to SA clients without disabilities: Most key informants saw the barriers both populations face as the same, but believed that the disabled population faces these barriers to a greater degree (n=16). These informants cited barriers like education and training (SA clients with disabilities have lower levels) and employment history (SA clients with disabilities have less work experience).

Only two key informants felt that SA clients with disabilities do not experience any of these barriers differently from SA clients without disabilities (n=2).

Compared to those with multiple disabilities: Persons with multiple disabilities face these same barriers, but to an even greater degree (n=14). For example, someone with a physical disability is also likely to suffer from depression.

Multiple disabilities add complexity to the individual's situation by increasing the types of accommodations and support services needed from employers. Employers generally don't want to provide multiple accommodations, and attitudinal barriers are magnified with more disabilities.

Some barriers are unique: Key informants listed a few barriers as unique to SA clients with disabilities. These barriers concern the greater need for accommodations or special supports, prejudiced or unenlightened attitudes on the part of employers and the public, and personal issues, such as the low self-esteem and the social isolation of SA clients with disabilities.

1.5.3 Persons with non-visible disabilities face the greatest barriers

Persons with non-visible disabilities, such as intellectual disabilities or mental illnesses, face the greatest barriers to employment (n=12). Key informants gave a variety of reasons, including:

- employers are more afraid of persons with non-visible disabilities, believing them to be more violent
- employers have trouble understanding why accommodations are necessary and the types of accommodations needed (such as flexible hours and assignments)
- non-visible disabilities often require ongoing support, rather than a one-time payment (e.g., for building a ramp or buying equipment)
- the effects of the disability are more changeable (e.g., medications change or cease working).

1.5.4 Employers are not more or less likely to hire SA clients with disabilities on social assistance

There was no consensus on whether employers are more or less likely to hire SA clients with disabilities on social assistance than SA clients without disabilities.

- Many informants either felt that the hiring decision depended on the situation (the employer, the potential employee, and macro-economic issues), or they did not have the experience to give an opinion (n=10).
- Key informants who believe that employers are more reticent to hire SA clients with disabilities on social assistance cited employer discrimination and the cost of accommodations (n=9).

1.6 Interventions and supports required to achieve attachment to the labour force

Key informants reported that existing interventions are effective at helping SA clients with disabilities become employed, but existing services need to be expanded, improved, and reorganized.

1.6.1 Certain government programs create disincentives to employment

Several key informants noted that SA clients with disabilities experience disincentives to leave social assistance differently from those without disabilities, because of their higher cost of living due to medical and equipment needs.

Saskatchewan Assistance Plan (SAP): Two key components of SAP create disincentives to obtaining employment: the loss of health coverage upon leaving SAP (n=17), and the level of earnings exemptions and income supports under SAP (n=13). Loss of health benefits is a particularly strong disincentive for SA clients with disabilities, since they have higher health care costs.

Provincial Training Allowance (PTA): As with SAP, several key informants considered PTA's earnings exemptions and income supports as disincentives (n=10).

Canada Pension Plan (CCP): The CPP's eligibility rules for disability support are a disincentive (n=11). Demonstrating eligibility is difficult: it requires showing that the disability is severe, and that the person cannot do any work. Once receiving disability benefits, recipients are hesitant to seek permission to work, because it will be difficult to regain disabled status if their disability worsens.

1.6.2 Government needs to expand and improve existing services

Saskatchewan Assistance Plan: Informants suggested several improvements to SAP to better assist SA clients with disabilities who are moving from SAP to work.

- **Continuing health coverage.** Many informants suggested continuing health coverage under SAP for SA clients with disabilities after they have started a job (n=6). One suggested that SA clients with disabilities receive health benefits for their first three to six months of employment, regardless of income.

- **Higher earning exemption.** SA clients with disabilities need additional earnings exemptions to compensate for higher costs due to their disability (equipment, medicines,

etc.) (n=7). Key informants said that the earnings exemptions should be based on individual needs and not on categories of disabilities. The types of disabilities are too broad to easily collapse into group-levels of support (n=5).

- **Extending transportation allowance.** A few informants mentioned extending the transportation allowance to SA clients with disabilities who are employed, along with increasing the transportation allowance (n < 5).

- **Longer transitional period.** Key informants called for better transitional planning and a longer transitional period for SA clients with disabilities (n=14). Currently, no program exists with a clear mandate to provide transitional services. Allowing SA clients with disabilities to work and receive SAP was seen as a way to help build a cushion for the additional expenses they incur because of their disability (n=5).

Supported Employment Program (SEP): Several key informants wanted to expand SEP (n=11). The aspect of the program most frequently mentioned was on-the-job supports, such as the job coach. These types of supports are considered critical for reducing employer reluctance to hire SA clients with disabilities.

Employability Assistance for SA clients with disabilities Program (EAPD): While many key informants cited EAPD favourably as the only program available that helps bridge supports from SAP to employment (n=10), they also complained that it is under-funded (n=7), and that its programs should be expanded (n=9).

Saskatchewan Employment Supplement (SES): Several key informants liked the idea behind SES, but felt that it does not offer adequate support for SA clients with disabilities (n=7). SES does not provide additional support to compensate for the higher costs of a disability, and it is only open to families with children, while many SA clients with disabilities are single. Another key informant mentioned that the system for SES is too hard to understand. It is very "paper heavy."

1.6.3 Government programs need more flexibility

Several informants expressed the need for more flexibility in programs. People need to be able to move in and out of programs more easily, and programs generally need to be more responsive to

peoples' needs (n=10). Informants gave the following examples of the lack of flexibility.

- One informant related a situation where a person needed steel-toe boots for a job but could not afford them. He went to SAP, which refused his request, telling him that he should have purchased the shoes out of his clothing allowance. He eventually got funding from EAPD, and has held the job for two years.

- In some areas, special transit has a rule that riders must use a walking aid. The result is that people using the service are purchasing wheelchairs, even when they are unnecessary in order to access special transit.

- JobStart/Future Skills, Work Placement, and Community Works need more flexibility. They currently provide most supports for persons with past work experience. Those without experience, which includes many SA clients with disabilities, are provided fewer supports.

1.6.4 Existing services should be better integrated

Many key informants commented that integrated services and integrated case management would make service delivery more holistic and rational (n=13). Some informants liked the single-window delivery model (n=4), while others feared that this model would create bottlenecks, result in poorer service, and reduce choice (n=2).

One informant complained that the unholistic approach to SA clients with disabilities came after the devolution of various programs to the province. According to this person, HRDC's best practices were lost as Canada-Saskatchewan Career and Employment Services do not take care of SA clients with disabilities. This has caused SA clients with disabilities to receive support from a patchwork of community-based and government organizations. The resulting stovepipes have made SA clients with disabilities feel shuffled about the system.

Only a few key informants proposed a specific method for integrating services.

- One informant proposed an inter-sectoral committee that would serve as a gatekeeper for the other services. This committee would ensure access to programs and facilitate the coordination of programs to assess common needs and decide how to allocate resources.

- Two other informants made a similar suggestion: a wrap-around model, where the relevant agencies would work together on behalf of the person with disabilities. Under this model, the "point" agency would shift as the child ages. In early childhood, it would be the agency through which the child entered the system, such as Social Services-Child Protection or Early Childhood Development. Once the child enters school, the point agency would be the school system. In adulthood, the Abilities Council, SARC, or Aids to Independent Living, might service as the "point" agency.

1.6.5 Non-income supports should be decoupled from social assistance

Most key informants supported removing non-income supports from SAP but not from Social Services. A few, however, wanted to see supports placed in another department. The main issues raised by key informants were:

- **supports should be decoupled from SAP** (n=7). SAP can provide income supports, but other supports should be provided separately. One suggestion was to provide health benefits through the health care system. There was no consensus on how to determine the appropriate level of supports once they are no longer tied to SAP. Suggestions were: capacity and willingness to work ($n < 5$); an individual's needs ($n < 5$); and income level ($n < 5$).

- **supports should remain in Social Services** (n=6). A special directorate for SA clients with disabilities does not serve the idea of citizenship (n=5). In addition, creating a new agency would cost more money and reduce the funds available for the programs themselves ($n < 5$).

- **move supports to Department of Labour.** One key informant wanted the services for SA clients with disabilities who are seeking employment moved out of

Social Services and into the Department of Labour. This key informant favoured separate programs for SA clients with disabilities, rather than placing them into general government programs.

1.6.6 Barriers to the provision of services by community-based organizations

Key informants mentioned a number of barriers to the provision of services by community-based organizations (CBOs).

- **Insufficient funding** (n=10): Government has cut funding while increasing the number of people and services it expects CBOs to handle.
- **Fragmented services** (n=10): The lack of coordination means that client needs are not met and resources are not allocated efficiently. Competition for both funding and the provision of services among CBOs is detrimental to service delivery. Coordination should be a more formal process, and should done at the community level.
- **Lack of stable funding** (n=7): Unstable funding makes planning and keeping staff difficult. A few informants noted with approval PSEST's move to three-year funding and more transparent funding decisions.
- **Failure to reach targeted population** (n=3):. Many SA clients with disabilities do not know what is available.
- **Insufficient number of CBOs** (n=3): There are not enough CBOs serving SA clients with disabilities.
- **Systemic barriers** (n=2): CBOs cannot overcome systemic barriers, like poor transit.

1.7 Employer concerns and needs in hiring SA clients with disabilities

1.7.1 Employer concerns centre on costs and negative perceptions

Key informants believe that employers hesitate to hire SA clients with disabilities primarily because of their concerns regarding the costs of hiring a person with disabilities (n=22), their lack of ability to accomplish job tasks (n=9), and the negative perceptions of employers toward workers with disabilities (n=14). Costs include both the cost of accommodations, and the perceived cost to productivity. Negative perceptions include employer prejudices toward SA clients with disabilities, as well as their lack of understanding of disability issues.

1.7.2 There is no one type of employer most likely to hire SA clients with disabilities

There was no consensus among key informants about the type of employers that would be more or less likely to hire SA clients with disabilities. Five (n=5) key informants could not answer the question because they felt the response depended too much on the individual employer. Most informants, however, expressed some ideas on who would or would not hire SA clients with disabilities.

Those that were said to be more likely to hire included:

- employers that have either had a good experience with hiring a person with disabilities or can see the potential benefits (n=6)
- employers that are committed to employment equity (n=6)
- employers in small towns or rural area because they are more attached to the community (n=3)
- employers with certain types of jobs (repetitive tasks; service industry such as hospitality, tourism, and food; computer-based jobs) (n=4)

Those that were said to be less likely to hire included:

- employers with unions (n=3), because providing flexibility with job duties is more difficult
- government (n=3)
- employers in mid-size communities because fewer supports are available (n=1)
- certain jobs that are high-risk or high-skill (n=3)

Small businesses

- Some key informants thought small business would be more likely to hire SA clients with disabilities because they can tailor work and make accommodations easier and because they are more committed to the community (n=5).

- However, other key informants thought small employers are less likely to hire SA clients with disabilities, because their jobs involve multiple tasks (n=6).

Large businesses

- Some key informants believed that large employers are more likely to hire SA clients with disabilities, because they can more easily make accommodations (n=4).
- Other informants felt that large employers are too bureaucratic, and therefore less likely to hire SA clients with disabilities (n=3).

1.7.3 Education is the best method to encourage employers to hire SA clients with disabilities

Key informants almost unanimously reported that education about disabilities is necessary to encourage employers to hire SA clients with disabilities (n=27). Their suggestions are as follows:

- educate employers on what it is like having an employee with a disability (n=5)
- educate employers on what accommodations are necessary (n=4)
- educate employers one-on-one rather than en masse (n=4)
- educate employers about success stories, not barriers (n=4). One informant's experience was that focusing on the disabilities creates more concern.

1.7.4 Financial incentives are appropriate only if the employer demonstrates a commitment to retain the employee

Most key informants thought that financial incentives are needed to encourage employers to hire SA clients with disabilities (n=21), but almost half wanted financial incentives to be contingent on the employer's demonstration of some commitment to retaining the employee after the financial incentive ends (n=10).

Four key informants (n=4) rejected the use of financial incentives, because employers do not retain the employee after wage subsidies end. One key informant would only support financial assistance for adaptive equipment and not for wages, because of the concern that the employer does feel a commitment to the employee on a wage subsidy.

Most key informants supported direct assistance for providing accommodations (n=15). Only one key informant felt that employers should provide these supports on their own.

1.7.5 Other possible incentives

Many key informants mentioned the importance of on-the-job supports as a way to encourage hiring and retaining SA clients with disabilities (n=11). The model of SEP, with its job coaches and long-term commitments to the employer and employee, were roundly praised.

Key informants were very divided on community recognition. Nine (n=9) supported the use of community recognition to encourage hiring. One key informant (n=1) felt that community recognition had limited value. Four key informants (n=4) opposed the use of community recognition, stating that employers should not be rewarded for treating SA clients with disabilities as equals.

1.8 Summary

The following are the main findings from the interviews with key informants.

Barriers to employment

- The greatest barriers to leaving social assistance and becoming employed are: poor transportation, low levels of education and training, and weak employment history.
- SA clients with disabilities face these barriers to a greater degree than SA clients without disabilities.
- Persons with multiple disabilities face even greater barriers, which is significant because most people with a disability have more than one.

- Persons with non-visible disabilities, such as intellectual disabilities or mental illness, face the greatest barriers.

Interventions and supports: government

- Key informants did not have ideas for new services or programs, but instead focused on improving and expanding existing services.
- Transitional supports from SAP to employment need to be improved by: continuing health coverage; increasing earnings exemptions; extending the transportation allowance; and generally having a longer transitional period before benefits and income supports are removed.
- Many key informants spoke very favourably about the Supported Employment Program, and want to see it expanded.
- EAPD needs more funding, it is the one program that bridges supports from SAP to employment, but it commits all of its funding within a few months.
- Saskatchewan Employment Supplement does not adequately cover people with disabilities; it focuses more on families with children, and its monetary supplement is not sufficient for the higher living costs faced by SA clients with disabilities.
- Government programs are too bureaucratic and need to be more flexible. Their rules sometimes impede the provision of services.
- Service integration and integrated case management will improve service delivery to SA clients with disabilities. Stovepipes are a major problem, causing clients to feel shuffled about in the system.
- Non-income supports should be decoupled from social assistance.

Interventions and supports: CBOs

- Community-based organizations need better and more stable funding. Relying on short-term contracts makes planning and staff retention difficult.

- Community-based organizations need to coordinate their efforts. Competition for funding and clients is detrimental to service delivery.

Employer perceptions

- Employers are most concerned about the costs of hiring someone with disabilities. They also have negative perceptions of SA clients with disabilities (poor attitude, unreliable) and are concerned that these employees do not have the skills to accomplish job tasks.

- There is no one type of employer most or least likely to hire SA clients with disabilities. Employers seen as most likely to hire someone with a disability are those who have positive past experiences, and those committed to employer equity. Key informants were split on whether large or small employers are more or less likely to hire a person with disabilities.

Employer incentives

- Education is the best method to encourage employers to hire SA clients with disabilities. This education should include: what it is like working with someone with a disability; what accommodations are necessary; and success stories from other employers. Some informants mentioned that one-on-one education works best.

- Financial incentives are necessary, but employers should be required to demonstrate a commitment to retaining the employer after the incentives end.

- On-the-job supports have proven successful in helping SA clients with disabilities remain in their jobs. These supports provide employers and employees a sense of comfort that if problems arise, someone will help.

APPENDIX E

DESCRIPTIONS OF SELECTED PROGRAMS

PRA Inc.

Table 1: Program summaries

Program	Description
Canada Pension Plan (CPP) Disability	• CPP Disability pays a monthly benefit to people who have contributed to the plan and who are disabled under CPP legislation. It also pays monthly benefits to dependent children of people with disabilities. • To be considered disabled under the CPP legislation, one must show that the disability is "severe and prolonged," meaning that the disability prevents one from working regularly at any job, and the condition is long-term.
Employability Assistance for Persons with Disabilities Program (EAPD)	• EAPD provides funding to assist persons with disabilities to find and maintain employment. • Supports provided include: training-on-the-job, vocational and work assessments, psycho-educational assessments, job coaching, support for employers, and provision of disability-related costs in post-secondary and training programs. • Funding is available to residents of Saskatchewan between 18 and 65 who require supports to secure and maintain employment because of a disability. • Funding must only be used for disability-related costs for supports. Funding can also be used for assessments to determine the level of disability and the types of supports required. • Employers who are hiring someone with a disability can also receive funding for disability-related workplace supports.
Provincial Training Allowance (PTA)	• The PTA is an income support program for low-income adults who are enrolled in basic education and bridging programs. • The PTA provides a monthly cash grant to assist with living expenses and a daycare supplement based on the number of children. • The Supplementary Health Program provides those receiving the PTA allowance with additional health services and benefits.
Saskatchewan Assistance Plan (SAP)	• Social assistance for those who cannot meet basic living costs. • A portion of wages cannot be deducted from the SA allowance. The amount of this earned income exemption depends on family status and whether or not one has disabilities. • The Supplementary Health Program provides those on SAP with additional health services and benefits.
Saskatchewan Employment Supplement (SES)	• SES is a monthly payment to supplement the employment or maintenance income earned by low-income parents. The payment is based on income and the number of children in the family.
Supported Employment Program (SEP)	• SEP is provided through the Saskatchewan Abilities Council. • It assists participants who are ready to seek employment with their job search both by teaching job search skills and by developing employment opportunities. A job developer will help match the person seeking work with an employer. • The program also provides job coaches who provide on-site, one-to-one training to assist the person with learning job skills. The job coach will provide continued support and training as long as either the employee or employer needs support.

APPENDIX F

CASE STUDY DESCRIPTIONS

(NOT INCLUDED IN PUBLIC VERSION TO ASSURE CLIENT ANONYMIT

APPENDIX G

WEIGHTED DATA – ALL SA RECIPIENTS

PRA Inc.

Table 3: Respondent age (Social Assistance Clients)			
	Overall (n=1754)	No disability (n=838)	Disability (n=916)
18 to 24	15%	18%	12%
25 to 34	26%	32%	21%
35 to 44	35%	36%	35%
45 to 49	16%	9%	21%
50+	7%	5%	10%
DK/ NR	1%	1%	1%
Mean	**38**	**36**	**40**
Note: Totals may not sum to 100% due to rounding.			

Table 4: Are you Aboriginal descent? (Social Assistance Clients)			
	Overall (n=1754)	No disability (n=838)	Disability (n=916)
No	69%	67%	71%
Status/ Treaty Indian	18%	22%	15%
Non-Status Indian	2%	1%	2%
Metis	11%	10%	11%
Inuit	<1%	<1%	-
DK/NR	1%	<1%	1%
Note: Totals may not sum to 100% due to rounding.			

Table 5: Do you consider yourself a member of a visible minority? (Social Assistance Clients)			
	Overall (n=1220)	No disability (n=561)	Disability (n=659)
Yes	17%	15%	19%
No	80%	83%	77%
DK/ NR	3%	1%	4%
Note: Totals may not sum to 100% due to rounding. Respondents include only non-Aboriginal persons.			

Table 6: Family status (Social Assistance Clients)			
	Overall (n=1754)	No disability (n=838)	Disability (n=916)
Single - no children	36%	27%	44%
Single - with children	41%	46%	37%
Couple - no children	5%	4%	6%
Couple - with children	18%	23%	14%
DK/NR	<1%	<1%	<1%
Note: Totals may not sum to 100% due to rounding.			

Table 7: Respondent gender (Social Assistance Clients)			
	Overall (n=1751)	No disability (n=835)	Disability (n=915)
Female	61%	64%	58%
Male	39%	36%	42%
Note: Totals may not sum to 100% due to rounding.			

Table 8: Family income (Social Assistance Clients)			
	Overall (n=1754)	No disability (n=838)	Disability (n=916)
Under $10,000	46%	35%	55%
$10,000 to $20,000	35%	42%	28%
$20,000 to $30,000	7%	10%	5%
$30,000 to $40,000	3%	5%	2%
$40,000 to $50,000	1%	1%	1%
Above $50,000	1%	1%	2%
DK/NR	7%	6%	8%
Note: Totals may not sum to 100% due to rounding.			

Table 9: Main source of income last year
(Social Assistance Clients)

	Overall (n=1754)	No disability (n=838)	Disability (n=916)
Social Assistance	51%	40%	61%
Wages (full or part-time)	41%	54%	30%
GST	5%	6%	4%
Student Loan	5%	7%	2%
PTA	4%	5%	3%
Self-employment (full or part-time)	3%	4%	3%
CPP Disability	2%	<1%	3%
Energy rebate	2%	2%	2%
Worker's Compensation	1%	1%	1%
Employment related disability plan	1%	1%	1%
Parents/ family	1%	<1%	1%
Child maintenance payments/ child support	1%	2%	1%
Other	5%	5%	5%
DK/NR	1%	1%	2%

Note: Totals may not sum to 100% due to rounding. "Other" includes spouse's income, federal income support, employment-related disability plan, CPP survivor pension/widow allowance, support from parents/family, and child maintenance payments.

Table 10: Does a physical or mental condition or health problem limit the kind or amount of activity you can do? (n=1754)
(Social Assistance Clients)

	Yes, very limited	Yes, somewhat limited	No, not limited	DK/ NR
At work?	15%	22%	61%	2%
In other activities such as travel, sport, or leisure?	11%	21%	67%	1%
At home?	7%	24%	69%	<1%
At school?	7%	17%	68%	7%

Note: Totals may not sum to 100% due to rounding.

Table 11: Comparing limitations at work with limitations at home (n=1754)
(Social Assistance Clients)

	Limitations at work			
	Yes, very limited (n=259)	Yes, somewhat limited (n=389)	No, not limited (n=1065)	DK/ NR (n=41)
Yes, very limited	75%	17%	3%	5%
Yes, somewhat limited	31%	55%	10%	3%
No, not limited	3%	11%	84%	2%

Note: Rows sum horizontally. Totals may not sum to 100% due to rounding and removal of "don't know" and "no response" categories.

Table 12: How much control do you feel you have in making decisions that affect your everyday activities? (Social Assistance Clients)	
	(n=916)
Make all of the decisions	65%
Make most of the decisions	21%
Make some decisions	11%
Make few or no decisions	2%
DK/ NR	2%
Note: Totals may not sum to 100% due to rounding.	
Base: Respondents with disability.	

Table 13: Types of physical disabilities (Social Assistance Clients)	
	(n=916)
Chronic pain	84%
Mobility disability (limited mobility)	55%
Flexibility disability	52%
Visual disability (partial sight)	23%
Hearing disability	22%
Speech disability	19%
Visual disability (blind)	3%
Mobility disability (can't walk)	3%
None of the above*	2%
Base: respondents with disability.	
*Respondent indicated they had a disability; but said no to these types.	

Table 14: Cause of disability (Social Assistance Clients)						
	Hearing (n=204)	Sight (n=232)	Speech (n=173)	Mobility (n=421)	Flexibility (n=472)	Pain (n=768)
Existed since birth	16%	12%	21%	8%	4%	4%
Caused by your work environment	11%	2%	3%	12%	11%	15%
Caused by a disease or illness	17%	21%	26%	36%	45%	34%
Developed with the natural aging process	16%	36%	4%	5%	6%	7%
Result of psychological or physical abuse	6%	3%	7%	4%	1%	2%
Caused by an accident	9%	9%	4%	25%	23%	27%
Side effect of medication or pills	<1%	1%	1%	<1%	<1%	<1%
Side effect of infection, operation gone wrong	2%	<1%	<1%	1%	1%	1%
Existed since childhood	<1%	3%	2%	<1%	<1%	<1%
Other	<1%	2%	13%	5%	3%	4%
DK/ NR	1%	10%	19%	3%	4%	5%
Note: Totals may not sum to 100% due to rounding.						

Table 15: Age when condition developed (Social Assistance Clients)						
	Hearing (n=204)	Sight (n=232)	Speech (n=173)	Mobility (n=421)	Flexibility (n=472)	Pain (n=768)

Since birth	12%	12%	26%	10%	5%	5%
1 to 17	18%	25%	27%	16%	16%	18%
18 to 24	11%	11%	5%	13%	13%	14%
25 to 39	28%	24%	19%	36%	42%	39%
40 to 64	19%	20%	9%	22%	21%	20%
65 and over	-	-	2%	-	<1%	-
DK/ NR	11%	8%	12%	3%	3%	4%
Note: Totals may not sum to 100% due to rounding.						

Table 14: Types of emotional/intellectual disabilities
(Social Assistance Clients)

	(n=916)
Emotional, psychological, or psychiatric condition	38%
Confusion/ difficulty remembering	31%
Learning disability	28%
Developmental disability	5%
None of the above*	2%

Base: respondents with disability.
*Respondent indicated they had a disability; but said no to these types.

Table 15: Does a physical or mental condition or health problem limit the kind or amount of activity you can do?
(Social Assistance Clients)

	n	Yes, very limited	Yes, somewhat limited	No, not limited	DK/ NR
Learning disability	252	23%	27%	49%	1%
Confusion/ difficulty remembering	283	18%	47%	35%	1%
Developmental disability	48	35%	47%	17%	1%
Emotional, psychological, or psychiatric condition	349	31%	41%	26%	1%

Note: Totals may not sum to 100% due to rounding.
Base: Respondents who have indicated yes to the condition.

Table 16: Does a physical or mental condition or health problem limit the kind or amount of activity you can do at work?
(Social Assistance Clients)

	n	Yes, very limited	Yes, somewhat limited	No, not limited	DK/ NR
Learning disability	252	30%	38%	27%	5%
Confusion/ difficulty remembering	283	36%	37%	23%	4%
Developmental disability	48	41%	42%	14%	3%
Emotional, psychological, or psychiatric condition	349	32%	45%	19%	5%

Note: Totals may not sum to 100% due to rounding.
Base: Respondents who have indicated yes to the condition.

Table 17: Different types of income received in the last five years
(Social Assistance Clients)

	Overall (n=1754)	No disability (n=838)	Disability (n=916)
None	4%	6%	3%

CPP Disability	3%	1%	5%
Worker's Compensation	9%	7%	11%
Employment Insurance	26%	29%	22%
Income from an employment related disability plan	4%	3%	4%
Federal income support (on-reserve Social Assistance)	3%	3%	3%
Social Assistance	91%	88%	93%
DK/ NR	<1%	-	1%
Note: respondents could choose more than one answer. Totals may sum to more than 100%.			

Table 18: Different types of income received currently
(Social Assistance Clients)

	Overall (n=1754)	No disability (n=838)	Disability (n=916)
None	41%	54%	28%
CPP Disability	1%	<1%	3%
Worker's Compensation	1%	1%	2%
Employment Insurance	4%	4%	4%
Income from an employment related disability plan	1%	-	1%
Federal income support (on-reserve Social Assistance)	<1%	-	1%
Social Assistance	52%	40%	64%
DK/ NR	1%	1%	1%
Note: respondents could choose more than one answer. Totals may sum to more than 100%.			
Base: Those that received income in the past five years.			

Table 19: In the last year, have you received income from any of the following sources?
(Social Assistance Clients)

	Overall (n=1754)	No disability (n=838)	Disability (n=916)
None	33%	22%	43%
Wages (full or part-time)	54%	66%	43%
Self-employment (full or part-time)	9%	10%	9%
Provincial Training Allowance	10%	12%	9%
Trust fund income	1%	1%	<1%
Investment income	1%	1%	1%
Child maintenance payments	12%	14%	11%
Insurance settlements	1%	<1%	2%
DK/ NR	<1%	<1%	<1%
Note: respondents could choose more than one answer. Totals may sum to more than 100%.			

Table 20: Have you ever applied for the following benefits and been denied?
(Social Assistance Clients)

	Overall (n=1754)	No disability (n=838)	Disability (n=916)
CPP disability benefits	6%	2%	10%
Worker's Compensation	4%	3%	5%
Employment-related disability benefits	1%	1%	2%

Table 21: What is the highest level of school that you've completed? (Social Assistance Clients)			
	Overall (n=1754)	No disability (n=838)	Disability (n=916)
No education	<1%	<1%	1%
Grade 9 or less	17%	14%	20%
Grade 10 or 11	25%	23%	26%
Grade 12	31%	33%	29%
Some additional training	5%	6%	5%
Some university or college	14%	15%	13%
University / college degree	8%	9%	6%
Note: Totals may not sum to 100% due to rounding.			

Table 22: How did you get your grade 12 education? (Social Assistance Clients)			
	Overall (n=1011)	No disability (n=529)	Disability (n=482)
Regular school system	65%	67%	62%
Adult upgrading / GED	33%	31%	35%
Mature student / Did not complete Grade 12	2%	2%	3%
DK/ NR	<1%	<1%	1%
Note: Totals may not sum to 100% due to rounding. Base: Respondents with grade twelve or higher.			

Table 23: Did any of the following prevent you from taking courses? (Social Assistance Clients)			
	Overall (n=1754)	No disability (n=838)	Disability (n=916)
No / None of the above	34%	41%	27%
Courses not relevant to your needs/ not of interest	10%	6%	13%
Courses not accessible to you	15%	10%	20%
Inadequate transportation	22%	17%	27%
Too costly	42%	34%	49%
Location too far	21%	16%	25%
Lack of child care	21%	23%	19%
Condition makes it difficult physically/ mentally	4%	<1%	8%
Other	3%	3%	2%
DK/ NR	1%	1%	2%
Note: respondents could choose more than one answer. Totals may sum to more than 100%.			

Table 24: Number of jobs held in the past five years (Social Assistance Clients)			
Number of jobs?	Overall (n=1754)	No disability (n=838)	Disability (n=916)
No job	21%	11%	30%
1	21%	21%	21%
2	19%	23%	15%
3	15%	17%	13%
4	9%	10%	7%
5	7%	9%	4%
More than 5	6%	7%	5%
DK/ NR	3%	2%	3%
Note: Totals may not sum to 100% due to rounding.			

Table 25: Why are you no longer working there?
(Social Assistance Clients)

	Overall (n=669)	No disability (n=296)	Disability (n=372)
Became too sick to work/ health reasons	9%	5%	13%
Subsidy ended	3%	2%	4%
Disability related	16%	3%	26%
Laid off	26%	30%	22%
Work too difficult	7%	4%	9%
Moved	4%	6%	2%
Work term ended	11%	15%	7%
Business closed/ changed ownership	4%	3%	4%
Not worth it/ not enough money	3%	4%	3%
Back to school	8%	10%	7%
No transportation	1%	1%	2%
Discrimination/ conflict with others/ didn't like job	6%	6%	6%
Lack of childcare/ pregnant/ maternity leave	6%	12%	2%
Other	4%	7%	2%
DK/ NR	1%	<1%	1%

Note: Respondents could choose more than one answer. Totals may sum to more than 100%.
Base: Asked of those who reported that they had worked in the past five years but were no longer working at their most recent job.

Table 26: What type of work did/do you do? (Social Assistance Clients)			
	Overall (n=1387)	No disability (n=747)	Disability (n=640)
Self-employed	1%	2%	1%
Babysitting/ Childcare	3%	3%	3%
Cashier/ Sales Clerk/ Customer service	13%	13%	14%
Clerical/ Office	9%	9%	9%
Cook/ Baker	4%	2%	6%
Dishwasher	1%	<1%	1%
Hair Dresser/ Aesthetician	2%	2%	1%
Home Care/ Nursing Aide/ LPN	4%	5%	3%
Housekeeping/house cleaning	4%	5%	4%
Janitorial/ custodian	7%	6%	8%
Kitchen help/ food preparation/ waitress/ bartender	9%	10%	7%
Manual labour	18%	17%	19%
Fabric Related	<1%	<1%	1%
Delivery driver/ taxi driver/ long haul trucker	5%	4%	5%
Manager/ assistant manager	3%	2%	4%
Teacher's assistant	2%	2%	2%
Telemarketer/ canvasser	3%	2%	3%
Mechanic	2%	3%	1%
Carpenter	1%	1%	1%
Painter	1%	1%	1%
Social Service work	4%	5%	3%
Security	1%	2%	1%
Technical work	2%	2%	2%
Recycling plant	1%	<1%	1%
Other	3%	4%	3%
DK/ NR	1%	1%	1%
Note: Respondents could choose more than one answer. Totals may sum to more than 100%. Base: Asked of those who reported that they had worked in the past five years.			

Table 27: Hours you work/worked in a week (Social Assistance Clients)			
	Overall (n=1387)	No disability (n=747)	Disability (n=640)
10 or less	9%	8%	10%
11 to 20	13%	12%	13%
21 to 30	13%	11%	16%
31 to 40	42%	45%	38%
More than 40	17%	18%	16%
DK/ NR	6%	6%	6%
Mean	**34**	**35**	**33**
Note: Respondents could choose more than one answer. Totals may sum to more than 100%. Base: Asked of those who reported that they had worked in the past five years.			

Table 28: How much did you earn per hour? (Social Assistance Clients)		
	Overall (n=1387)	

		No disability (n=747)	Disability (n=640)
$2.00 to $5.99	3%	2%	4%
Minimum wage ($6.00)	13%	10%	17%
$6.01 to $7.00	18%	19%	17%
$7.01 to $8.00	10%	11%	9%
$8.01 to $10.00	13%	14%	12%
More than $10.00	23%	28%	18%
Wage not hourly	11%	9%	13%
DK/ NR	8%	6%	11%
Mean	**$9.23**	**$9.63**	**$8.72**

Note: Respondents could choose more than one answer. Totals may sum to more than 100%.
Base: Asked of those who reported that they had worked in the past five years.

Table 29: If you could find employment, would you want a full-time or part-time job?
(Social Assistance Clients)

	Overall (n=889)	No disability (n=387)	Disability (n=502)
Either full-time or part-time	11%	10%	11%
Full-time only	56%	61%	51%
Part-time only	28%	24%	31%
No, do not want to work	4%	3%	5%
DK/ NR	1%	1%	2%

Note: Totals may not sum to 100% due to rounding.
Base: Asked of those who were unemployed at the time of the survey but were able to work.

Table 30: Acceptable wages
(Social Assistance Clients)

	Overall (n=854)	No disability (n=375)	Disability (n=479)
Minimum wage	24%	22%	26%
$6.01 to $8.00	31%	34%	28%
$8.01 to $10.00	24%	22%	25%
More than $10.00	11%	13%	10%
DK/ NR	10%	9%	11%
Mean	**$8.50**	**$8.71**	**$8.33**

Note: Totals may not sum to 100% due to rounding.
Base: Asked of those who were unemployed at the time of the survey but were able to work. Those that said that they did not want to work were excluded (see previous table).

Table 31: Barriers to employment- reasons for not working (Social Assistance Clients)			
	Overall (n=1600)	No disability (n=838)	Disability (n=762)
Would lose income	27%	19%	35%
Would lose health coverage	24%	16%	33%
Family/friends have discouraged me from working	6%	4%	8%
Your caseworker discouraged me from working	3%	2%	4%
Family responsibilities prevent me	28%	28%	27%
Information about jobs is not accessible	18%	15%	21%
I worry about being isolated by others	10%	5%	16%
I have been the victim of discrimination	17%	13%	22%
I feel my training is not adequate	37%	30%	44%
I lack accessible transportation	32%	30%	35%
There are no jobs available	34%	30%	39%
I will not have support for physical condition on the job	19%	6%	34%
Note: Respondents could choose more than one answer. Totals may sum to more than 100%. Base: Respondents able to work.			

Table 32: Main factor that makes it difficult to work (Social Assistance Clients)			
	Overall (n=1600)	No disability (n=838)	Disability (n=762)
None of these are a main factor	35%	42%	27%
Would lose income	5%	4%	6%
Would lose health coverage	4%	2%	6%
Family/friends have discouraged me from working	1%	<1%	1%
Your caseworker discouraged me from working	1%	1%	<1%
Family responsibilities prevent me	13%	16%	11%
Information about jobs is not accessible	2%	2%	2%
I worry about being isolated by others	<1%	<1%	1%
I have been the victim of discrimination	4%	4%	4%
I feel my training is not adequate	10%	9%	12%
I lack accessible transportation	7%	7%	7%
There are no jobs available	11%	11%	10%
I will not have support for physical condition on the job	4%	1%	7%
DK/ NR	3%	1%	4%
Note: Respondents could choose more than one answer. Totals may sum to more than 100%. Base: Respondents able to work.			

Table 33: Other barriers
(Social Assistance Clients)

	Overall (n=1600)	No disability (n=838)	Disability (n=762)
None, No Other Barriers	68%	75%	60%
Health is too poor/ Doctor Directions/ Dying/ Cancer/ HIV	5%	1%	9%
Physical limitations	4%	1%	8%
Mental limitations	3%	<1%	6%
Lack experience/ no qualifications	2%	1%	3%
Lack education/ training/ trouble reading	3%	3%	2%
Too old	1%	1%	<1%
Transportation problems	2%	1%	2%
Limited employment/ work not suited	3%	3%	3%
Work place problems	3%	3%	3%
Loss of S.A. benefits	2%	2%	2%
Child care/ family responsibilities	5%	8%	2%
Lack of funding	3%	3%	3%
Other	2%	2%	2%
DK/ NR	2%	<1%	3%

Note: Respondents could choose more than one answer. Totals may sum to more than 100%.
Base: Respondents able to work.

Table 34: In the past five years, do you believe that because of your condition or health problems, you have been refused ...(Disabled respondents only)
(Social Assistance Clients)

	N	Percent (Yes)
Employment refused	762	25%
A promotion refused	562	12%
Access to training programs refused	762	12%
Employment has been terminated	504	28%

Note: Totals may not sum to 100% due to rounding.

Table 35: Because of your condition or health problem, would you require any of the following to be able to work? (n=762) (Social Assistance Clients)	
Modified or different duties	34%
Modified hours or days or reduced work hours?	37%
Base: Respondents with a disability who are able to work.	

Table 36: How would the job need to be changed? (Social Assistance Clients)	
	(n=257)
Not possible to work	<1%
No heavy physical labour/ no bending	38%
Need for variety of positions/ need to stretch	11%
Need to sit/ cannot stand long	12%
Frequent breaks	2%
Flexible attendance	3%
Limited hours	3%
Accessibility	4%
Slow pace / extra time to do things	7%
Simple / easy duties	10%
Extra training/ continual training	6%
Employer support/ understanding of condition	2%
No stress/ work at home/ no interaction with others	8%
Special computer/ chair/ etc.	2%
Other	4%
DK/ NR	16%
Note: Respondents could choose more than one answer. Totals may sum to more than 100%. Base: Respondents with a disability who answered yes to "Modified or different duties".	

Table 37: How would the job need to be changed? (Social Assistance Clients)	
	(n=284)
Flexible attendance	15%
Limited hours	58%
Employer support	1%
Depends how I feel day-to-day	13%
Consistent day hours	16%
Frequent breaks	4%
Other	2%
DK/ NR	3%
Note: Respondents could choose more than one answer. Totals may sum to more than 100%. Base: Respondents with a disability who answered yes to "Modified hours or days or reduced work hours".	

Table 38: Because of your condition, would you require any of the following to be able to work? (Social Assistance Clients)	
	n=762
Accessible transportation	28%
Accessible washrooms	16%
Accessible elevator	14%
Modified Workstation	12%
Appropriate parking	10%
Handrails, ramps	7%
Note: Respondents could choose more than one answer. Totals may not sum to 100% due to rounding. Base: Respondents with a disability.	

Table 39: Is there any other assistance you require to be able to work? (Social Assistance Clients)	
	(n=762)
No /None	79%
Training/ counsellors/ hands-on-assistance	5%
Financial assistance/ allowance	3%
Appreciative workplace/ good boss	3%
Special computer/ chair/ etc.	2%
Transportation	2%
Other	2%
DK/ NR	5%
Note: Respondents could choose more than one answer. Totals may not sum to 100% due to rounding. Base: Respondents with a disability who are able to work	

Table 40: How satisfied are you with the cost and availability of health coverage? (Social Assistance Clients)			
	Overall (n=1754)	No disability (n=838)	Disability (n=916)
Not at all satisfied	8%	6%	9%
Not very satisfied	11%	9%	13%
Somewhat satisfied	47%	51%	44%
Very satisfied	30%	29%	30%
DK/ NR	4%	4%	4%
Note: Totals may not sum to 100% due to rounding.			

Table 41: Why are you not satisfied? (Social Assistance Clients)			
	Overall (n=324)	No disability (n=127)	Disability (n=197)
Not all needs covered	56%	66%	50%
Doctors/ Specialists too far away	5%	-	8%
Waiting list for specialists	7%	6%	8%
Full cost of medication not covered	23%	18%	26%
Not fair/ cutting coverage	12%	12%	11%
Other	3%	2%	3%
DK/ NR	8%	9%	7%
Note: Respondents could choose more than one answer. Totals may sum to more than 100%. Base: Respondents indicating, "not very satisfied" and "not at all satisfied".			

Table 42: Transportation supports (Social Assistance Clients)				
	n	No disability	Disability	Total
Do you have any difficulty using local public transportation services because of a health condition?	1754	2%	11%	7%
There are specialized bus\ van services for people who have difficulty using the regular transportation service, are this service available in your area?	114	74%	64%	65%
Do you need this service?	114	30%	36%	36%
Have you used this service?	26	75%	61%	62%

Table 43: How satisfied are you with the cost and availability of transportation? (Social Assistance Clients)			
	Overall (n=1754)	No disability (n=838)	Disability (n=916)
Not at all satisfied	8%	7%	8%
Not very satisfied	16%	18%	15%
Somewhat satisfied	44%	43%	46%
Very satisfied	18%	19%	17%
DK/ NR	14%	13%	14%
Note: totals may not sum to 100% due to rounding.			

Table 44: Why are you not satisfied?
(Social Assistance Clients)

	Overall (n=422)	No disability (n=210)	Disability (n=212)
Bus Pass too expensive/ Fares too costly	21%	24%	19%
Too expensive	26%	18%	35%
No public transportation/ bus service poor	43%	49%	38%
No gas money/ no car insurance money	18%	21%	15%
Too many people need the service/ over-booked	3%	4%	2%
Don't use it/ don't need it	2%	2%	3%
Other	<1%	-	<1%
DK/ NR	2%	3%	2%

Note: Respondents could choose more than one answer. Totals may sum to more than 100%.
Base: Respondents indicating, "not very satisfied" and "not at all satisfied".

Table 45: Which of the following describes where you live?
(Social Assistance Clients)

	Overall (n=1754)	No disability (n=838)	Disability (n=916)
Own home (condominium/ townhouse/ trailer/ etc.)	17%	18%	16%
With parents or relative	8%	7%	9%
Privately rented accommodation	66%	67%	65%
Rooming, boarding or lodging home	2%	2%	3%
Co-operative housing	2%	2%	1%
Public, non-profit, or community housing	4%	4%	4%
Group Home	1%	<1%	1%
Temporary, transitional, or emergency housing	1%	<1%	1%
Other	<1%	<1%	<1%
DK/ NR	<1%	<1%	<1%

Note: Respondents could choose more than one answer. Totals may sum to more than 100%.

Table 46: How satisfied are you with the cost and availability of housing?
(Social Assistance Clients)

	Overall (n=1754)	No disability (n=838)	Disability (n=916)
Not at all satisfied	11%	10%	12%
Not very satisfied	19%	16%	21%
Somewhat satisfied	37%	42%	33%
Very satisfied	29%	29%	30%
DK/ NR	4%	4%	4%

Note: Totals may not sum to 100% due to rounding.

Table 47: Why are you not satisfied? (Social Assistance Clients)			
	Overall (n=518)	No disability (n=214)	Disability (n=304)
Money limits where I can live	34%	34%	34%
Housing too expensive	65%	65%	64%
Have special requirements	2%	<1%	4%
Not enough housing/ long waiting lists	20%	22%	18%
Other	1%	-	2%
DK/ NR	1%	<1%	2%
Note: Respondents could choose more than one answer. Totals may sum to more than 100%. Base: Respondents indicating, "not very satisfied" and "not at all satisfied".			

Table 48: Disability reported (Social Assistance Clients)	
	(n=901)
Mental disability only	4%
Physical disability only	39%
Both	56%
Total	100%
Note: Totals may not sum to 100% due to rounding. Respondents who reported that they were disabled but did not have any of the disability characteristics where not included in this calculation.	

Table 49: Total Mental disabilities (Social Assistance Clients)	
	(n=1754)
Not disabled	69%
Disabled	31%
Total	100%

Table 50: Total Physical disabilities (Social Assistance Clients)	
	(n=1754)
Not disabled	51%
Disabled	49%
Total	100%

Table 51: What type of work did/do you do by Education (Under grade 10) (Social Assistance Clients)		
	Overall (n=186)	Education: Less then grade 10 (n=186)
Manual labour	34%	34%
Janitorial/ custodian	13%	13%
Cashier/ Sales Clerk/ Customer service	10%	10%
Kitchen help/ food preparation/ waitress/ bartender	10%	10%
Housekeeping/house cleaning	7%	7%
Cook/ Baker	5%	5%
Delivery driver/ taxi driver/ long haul trucker	4%	4%
Babysitting/ Childcare	3%	3%
Carpenter	3%	3%
Security	3%	3%
Clerical/ Office	2%	2%
Telemarketer/ canvasser	2%	2%
Mechanic	2%	2%
Social Service work	2%	2%
Dishwasher	<1%	<1%
Fabric Related	<1%	<1%
Painter	<1%	<1%
Technical work	<1%	<1%
Recycling plant	<1%	<1%
Other	<1%	<1%
DK/NR	2%	2%

Table 52: What type of work did/do you do by Education (Grade 10-12) (Social Assistance Clients)		
	Overall (n=784)	Education
		Grade 10 to 12 (n=784)
Manual labour	21%	21%
Cashier/ Sales Clerk/ Customer service	15%	15%
Kitchen help/ food preparation/ waitress/ bartender	10%	10%
Clerical/ Office	8%	8%
Janitorial/ custodian	8%	8%
Cook/ Baker	5%	5%
Delivery driver/ taxi driver/ long haul trucker	5%	5%
Babysitting/ Childcare	4%	4%
Home Care/ Nursing Aide/ LPN	4%	4%
Housekeeping/house cleaning	4%	4%
Other	4%	4%
Manager/ assistant manager	3%	3%
Telemarketer/ canvasser	2%	2%
Mechanic	2%	2%
Social Service work	2%	2%
Self-employed	1%	1%
Dishwasher	1%	1%
Hair Dresser/ Aesthetician	<1%	<1%
Fabric Related	<1%	<1%
Teacher's assistant	<1%	<1%
Carpenter	<1%	<1%
Painter	1%	1%
Security	1%	1%
Technical work	1%	1%
Recycling plant	<1%	<1%
DK/NR	<1%	<1%

Table 53: What type of work did/do you do by Education (Grade 13+)? (Social Assistance Clients)		
	Overall (n=412)	Education Grade 13+ (n=412)
Clerical/ Office	16%	16%
Cashier/ Sales Clerk/ Customer service	11%	11%
Social Service work	10%	10%
Home Care/ Nursing Aide/ LPN	6%	6%
Manual labour	6%	6%
Hair Dresser/ Aesthetician	5%	5%
Kitchen help/ food preparation/ waitress/ bartender	5%	5%
Delivery driver/ taxi driver/ long haul trucker	5%	5%
Teacher's assistant	5%	5%
Technical work	5%	5%
Housekeeping/house cleaning	4%	4%
Manager/ assistant manager	4%	4%
Other	4%	4%
Self-employed	3%	3%
Cook/ Baker	3%	3%
Janitorial/ custodian	3%	3%
Telemarketer/ canvasser	3%	3%
Babysitting/ Childcare	2%	2%
Dishwasher	<1%	<1%
Fabric Related	<1%	<1%
Mechanic	<1%	<1%
Carpenter	<1%	<1%
Painter	<1%	<1%
Security	<1%	<1%
Recycling plant	<1%	<1%
DK/NR	<1%	<1%

Table 54: Severity of disability-modified HALS scale (Social Assistance Clients)		
Severity scale	**Frequency (n=1754)**	**%**
No disability	857	49%
Mild	286	16%
Moderate	343	20%
Severe	268	15%
Note: Totals may not sum to 100% due to rounding		

Table 55: In the past five years, how many different jobs have you had? (Social Assistance Clients)					
	Overall (n=1754)	**Severity of disability – HALS**			
		No disability (n=857)	**Mild (n=286)**	**Moderate (n=343)**	**Severe (n=268)**
Has not worked last 5 years	21%	11%	19%	29%	44%
Has worked - unemployed	37%	34%	38%	39%	39%
Currently employed	40%	53%	39%	27%	14%
DK/NR	3%	2%	4%	5%	3%
Average # of jobs	**2.19**	**2.43**	**2.20**	**1.98**	**1.69**
Base: All respondents					

Table 56: Barriers to employment- reasons for not working (Social Assistance Clients)					
	Overall (n=1600)	**No disability (n=857)**	**Mild (n=283)**	**Moderate (n=308)**	**Severe (n=151)**
Would lose income	27%	19%	29%	35%	48%
Would lose health coverage	24%	16%	24%	37%	47%
Family/friends have discouraged me from working	6%	4%	8%	5%	11%
Your caseworker discouraged me from working	3%	2%	3%	5%	6%
Family responsibilities prevent me	28%	28%	31%	25%	23%
Information about jobs is not accessible	18%	15%	19%	22%	24%
I worry about being isolated by others	10%	5%	11%	15%	26%
I have been the victim of discrimination	17%	12%	18%	25%	27%
I feel my training is not adequate	37%	31%	36%	50%	50%
I lack accessible transportation	32%	29%	30%	41%	36%
There are no jobs available	34%	30%	31%	47%	41%
I will not have support for physical condition on the job	19%	6%	19%	37%	60%
Note: Respondents could choose more than one answer. Totals may sum to more than 100%. Base: Respondents able to work.					

Table 57: Main factor that makes it difficult to work
(Social Assistance Clients)

	Overall (n=1600)	No disability (n=857)	Mild (n=283)	Moderate (n=308)	Severe (n=151)
None of these are a main factor	35%	42%	29%	24%	30%
Would lose income	5%	4%	5%	8%	7%
Would lose health coverage	4%	2%	3%	7%	8%
Family/friends have discouraged me from working	1%	1%	<1%	1%	1%
Your caseworker discouraged me from working	1%	1%	<1%	<1%	2%
Family responsibilities prevent me	13%	16%	13%	10%	5%
Information about jobs is not accessible	2%	2%	4%	1%	1%
I worry about being isolated by others	<1%	<1%	1%	1%	1%
I have been the victim of discrimination	4%	4%	5%	4%	4%
I feel my training is not adequate	10%	9%	14%	11%	12%
I lack accessible transportation	7%	7%	6%	10%	4%
There are no jobs available	11%	11%	12%	13%	5%
I will not have support for physical condition on the job	4%	1%	3%	7%	17%

Note: Respondents could choose more than one answer. Totals may sum to more than 100%.
Base: Respondents able to work.

Table 58: Because of your condition or health problem, would you require any of the following to be able to work?
(Social Assistance Clients)

	Mild (n=283)	Moderate (n=308)	Severe (n=151)
Modified or different duties?	20%	30%	70%
Modified/reduced work hours?	26%	41%	55%
Handrails, ramps	2%	6%	22%
Appropriate parking	8%	7%	22%
Accessible elevator	5%	12%	35%
Modified workstation	2%	11%	35%
Accessible washrooms	10%	15%	31%
Accessible transportation	19%	32%	38%

Note: Respondents could choose more than one answer. Totals may sum to more than 100%.
Base: Respondents with a disability. Six respondents were classified as having "no disability" using the severity index and have not been included in the table.

Table 59: Age by severity
(Social Assistance Clients)

	Overall (n=1754)	No disability (n=857)	Mild (n=286)	Moderate (n=343)	Severe (n=268)
18 to 24	15%	18%	20%	10%	3%
25 to 34	26%	31%	26%	22%	16%
35 to 44	35%	36%	32%	34%	39%
45 to 49	16%	9%	15%	20%	32%
50+	7%	5%	8%	12%	9%
DK/ NR	1%	1%	<1%	2%	1%

Note: Totals may sum to more than 100% due to rounding.

Table 60: Personal disability by severity
(Social Assistance Clients)

	Overall (n=901)	No disability (n=16)	Mild (n=275)	Moderate (n=343)	Severe (n=268)
Mental disability only	5%	62%	8%	2%	1%
Physical disability only	39%	20%	49%	42%	26%
Both	57%	17%	43%	57%	72%

Note: respondents who reported that they were disabled but did not have any of the disability characteristics where not included in this calculation.

Table 61: Number of disabilities by severity
(Social Assistance Clients)

	Overall (n=901)	No disability (n=16)	Mild (n=275)	Moderate (n=343)	Severe (n=268)
1-2	30%	85%	64%	22%	2%
3-4	39%	15%	30%	51%	36%
5-6	22%		6%	25%	37%
7-8	7%		<1%	2%	22%
9-10	1%				3%

Note: Totals may sum to more than 100% due to rounding.
Base: Respondents with disabilities.

Table 62: Income by severity
(Social Assistance Clients)

	Overall (n=1754)	No disability (n=857)	Mild (n=286)	Moderate (n=343)	Severe (n=268)
Under $10,000	46%	36%	55%	52%	59%
$10,000 to $20,000	35%	41%	22%	35%	26%
$20,000 to $30,000	7%	10%	7%	2%	5%
$30,000 to $40,000	3%	5%	4%	1%	1%
$40,000 to $50,000	1%	1%	<1%	1%	1%
Above $50,000	1%	1%	1%	3%	1%
DK/NR	7%	6%	11%	5%	7%

Note: Totals may sum to more than 100% due to rounding.